

Transportation
MILITARY AIRLIFT
PASSENGER SERVICE

This instruction implements AMCPD 24-1, *Military Airlift Policy for Aerial Port Operations*, and provides uniformity, standardization, and guidance for orderly and efficient passenger processing. Each form is subject to provisions of AFI 37-132, *Air Force Privacy Act Program*, as required by this volume, and contains a Privacy Act statement either incorporated in the body of the document or in a separate statement accompanying each such document. This volume applies to Air National Guard (ANG) and United States Air Force Reserve (USAFR) units. This regulation requires the collection and maintenance of information protected by the Privacy Act of 1974. The Authorities to collect and maintain the records prescribed in this regulation are E.O. 9397, 22 November 1943, and 10 USC 8013, Secretary of the Air Force; powers and duties; delegation by. Each form subject to the provisions of AFI 37-132 either contains a privacy Act statement in the body of the document or in a separate accompanying statement. System of records notice F076 AMC A applies.

SUMMARY OF REVISIONS

Eliminated references to category Y procedures, Military Transportation Authorization (MTA), space available charge, and passenger listings. Incorporated Category B Mission Route Support (MRS) procedures outlined in change one and two, new accounting citations, AMC Forms 305 and 140. Added information on remote space available sign-up, terminal announcements, expectant mothers and newborn infants. Updates miscellaneous information such as organization/office symbols, addresses, regulation and instruction references, acronyms, codes, Memorandum of Understanding (MOU) for Delayed Defense Business Operating Fund (DBOF-T) Aircraft and completed sample forms. Deleted, Rehandled Passenger Workload instructions, now published in volume 6 of AMCI 24-101.

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Section A-General Information

1. **Preface.** Nothing affects the image of the Air Mobility Command (AMC) as much as its peacetime passenger operations. As the executive agent and the single manager for international airlift services for the Department Of Defense (DoD), AMC operates its peacetime operation for two reasons: (1) to continually exercise and train the military and civilian manpower needed to help the United States meet contingencies around the world and, if need be, go to war-, and (2) to provide low-cost transportation to the DoD. The image AMC projects to its DoD customers is influenced by the service its passengers receive when traveling via AMC. Passenger service representatives function as AMC's ambassadors; they must meet the highest standards of dress and conduct. The service AMC provides to DoD members and their families has a significant impact on their impression of "quality of life" in the military service.

2. Passenger Operations:

2.1. General. AMC passenger terminals will provide a complete range of services to accommodate arriving and departing passengers and travelers awaiting AMC air travel. The terminal will afford the passenger orderly and convenient progress from the ground side of the terminal to the aircraft and back. Depending on the size, physical layout, and personnel assigned, functions may be realigned/combined for operational efficiency. All DoD passengers (space required and space available) will be provided prompt, courteous, and professional service on an equitable basis.

2.2. *Each AMC passenger activity should review attachment 1, Recommended Publications, and order applicable publications as necessary, and attachment 13, S of Performance.*

2.3. Recognition of Passenger Service Personnel. Recognition of outstanding military and in support of the AMC airlift mission essential to maintaining and improving the quality and motivation of the work force. Passenger service performance recognition certificates are available through HQ AMC/DOJP, 402 Scott Dr, Unit 3AI, Scott AFB EL 62225-5302.

2.4. Passenger Service Volunteer Recognition Program- The passenger service volunteer program promotes excellent military community relations between the passenger terminal and local DoD organizations. Their participation in terminal activities enhances the quality of service provided to inbound and outbound passengers. Military and DoD civilian dependents may participate in this program. Passenger service officers will be responsible for the overall management of their volunteer program. To assist in recognition efforts AMC Form 328, Passenger Service Volunteer Recognition Certificates, are available through HQ AMCFDOJP, 402 Scott Dr, Unit 3AI, Scott AFB IIL 62225-5302.

Section B-Passenger Service Center (PSC)

3. **General.** The PSC provides interface between the Passenger Reservation Center (PRC), passenger check-in section, and individual space available or space required passengers. At commercial gateways and operating locations, the "Passenger Service Center" is referred to as the "Military Assistance Counter." This counter includes Customer Service Branch (CSB), Personnel Assistance Point, and Navy and Marine Corps liaison personnel when assigned. Commercial gateway personnel should refer to Memorandum of Understanding (MOU) for Support of Service Members on Delayed Airlift Service Industrial Fund (ASIF) Aircraft and MOU for Arrangement for Office and Counter Spaces at CONUS Commercial Airports Handling AMC Procured Airlift as necessary (see attachments 11 and 12).

4. Responsibilities:

4.1. Seat Management Handles All matters relating to seat management control which occur after a mission is released to the terminal; that is, walk-ins, no-shows, late arrivals, rotated passengers, administrative holds, passport holds, and so forth. Coordinates with the appropriate Passenger Reservation Center (PRC) prior to

pulling the premanifest, and up-line/down-line PSCs after receiving the premanifest when additional seats are required. Arranges with the passenger check in section to make sure information concerning available seats is relayed promptly between the two agencies to minimize workload surges and permit orderly processing of terminal add-on passengers by the check-in section (see attachment 29).

4.2. Passenger Eligibility. Determines passenger eligibility in accordance with DoD 4515.13-R, maintains the space required and space available passenger registers, and determines the order of movement for both space required and space available passengers.

4.3. Reservations and Related Actions. Handles reservation and related actions within the passenger terminal after the premanifest is pulled and immediately preceding flight check-in.

4.4. Coordination. Maintains close liaison with other terminal operation sections on matters relating to passenger reservation actions and premanifest listings. Coordinates directly with the PRC, contract representative, and the passenger check-in section on All operational matters relating to the application and use of airlift capability.

4.5. Flight Updating Unless Contracted Out At Second Generation Passenger Automated Check-In System (SPRACS) stations, accomplishes flight set up for all flights processed in SPRACS. Performs the Passenger Reservation and Manifesting System (PRAMS) Flight History Change Command after completing PRAMS updating. Ensures all numbers are accurate. Changes any numbers. PSC develops management data as required. Provides flight history data to the PRC/data records section.

5. Booking Control:

5.1 Port Booking Passengers. The PSC has reservation/booking control for All scheduled passenger missions from the time the premanifest is received from the PRC or pulled from PRAMS by the PSC at SPRACS stations until the mission departs. During this time, the PSC can port book passengers, cancel reservations, accept late substitutions, increase/decrease group/family/troop seat blocks, and reduce/increase the Allowable cabin load (ACL) as required after coordinating with appropriate agencies.

5.2. Premanifest At SPRACS stations, the PSC should request select manifests 72 hours prior to scheduled mission departures and the premanifest 24 hours prior to scheduled mission departure. At non-SPRACS stations, the PRC will forward the premanifest to the PSC not later than 24 hours prior to scheduled mission departure. The PSC will prepare premanifest for Category B missions and forward sufficient copies to information control/dispatch NLT 10 hours prior to scheduled aircraft departure.

5.3. Opportune airlift. The PSC will initiate action to process passengers for seats that become available on opportune airlift

5.4. Duty Standby Passengers. Space required passengers not included on the premanifest will be considered duty standby. Passengers who arrive at the check-in counter with orders for the flight(s) being processed but are not on the premanifest will be processed and entered on the premanifest after coordination with the PSC.

5.5. Displacing Revenue Cargo and Passengers. Displacing space required cargo and/or mail for emergency leave/duty passengers on cargo dual configured missions is authorized on a case-by basis when timely movement cannot be provided on passenger missions.

5.6. Rotating Passengers. Duty passengers are not to be rotated to accommodate other duty passengers except when necessary to move Priority One passengers whose movement cannot be guaranteed within 24 hours. All known available airlift must be considered including government arranged commercial seats to determine if movement can be guaranteed within 24 hours. If movement cannot be guaranteed, begin rotation procedures. Unless there are mitigating circumstances, do not remove any premanifested passengers who already received their boarding passes. Prior to removing space-required passengers, the PSC will try to get volunteers to

remove themselves from a flight The following passengers may not volunteer: TDY/TAD, emergency leave, family groups, E-7/0-4s and above, separatees, prisoners, prisoner escorts, passengers pending board actions, passengers on retirement orders, foreign nationals, and reservists. If no one volunteers, begin removing overbooked, unaccompanied PCS military passengers (500-series line numbers); the last to check in is the first to be removed. Non-SPRACS stations will record the time of check-in on the premanifest.

5.7. Removing Space Available Passengers. When you need to move duty passengers, space available passengers will be removed first (do not change Category 1 at en route stations). Remove passengers with lowest movement priority with the latest date/time of sip up.

6. Space Required (Duty Standby) Passengers:

6.1. Movement Criteria. Duty standby passengers without reservations may present themselves for a number of reasons. Every effort must be made to assist these passengers. A group member may sign up the entire group as long as the necessary orders and border clearance documents are presented. The following duty standby movement criteria are the recommended maximum awaiting lift times. If unable to move passengers using organic military or commercial charter use government arranged commercial airlift. This airlift may be arranged with the local transportation office. Funded emergency leave travelers may be moved using commercial aircraft if eligible in accordance with the Joint Federal Travel Regulation, Volume 1.

MOVEMENT CRITERIA

	24 hrs	48 hrs	72 hrs
Intransit	X		
Delayed Overbook	X		
ACL Reduction	X		
Bumped for Higher Priority Passenger	X		
Mission Canceled		X (1)	X (2)
Early Arrivals			X
Walk-In Without Reservations		X (1)	X (2)
Late Arrivals/No Shows			X
Passport, Medical or Administrative Hold		X (3)	
Originating Emergency Leave	X		
Returning Emergency Leave			X
Mission Route Support	ASAP		
Depoitees	X		

NOTE: (1) PCS/TDY Urgent Travel (Pri 1)
 (2) PCS/TDY Non-urgent Travel (Pri 2)
 (3) When Travel Ready

Family members on a duty status are not required to fly on military aircraft missions unless the approved mode to their end destination is only by way of military air. They may volunteer; however, they must be briefed concerning discomforts and limitations of cargo aircraft. They will not be penalized in their standing with other duty standbys.

6.2. Space Required Standby Processing. At SPRACS stations, assist All passengers presenting themselves for movement as duty standby. Cancel any conflicting reservations to preclude duplicate bookings. Standby passengers will be offered the option of taking a confirmed reservation on Category B, M government arranged commercial seat, or waiting for the first available flight. If passengers elect the confirmed reservation, annotate the travel order with the necessary flight data and brief them on their reporting time. Passengers are not permitted to accept a confirmed reservation and concurrently compete for seats with other space required standby passengers waiting for the first available flight.

6.2.1. Pull four copies of the orders and record date/time of sign up in the "remarks section." If the Traffic Management Flight (TMF) has not written in a unique control number (UCN), annotate the port booking UCN in using the proper format on all four copies. See paragraph 20.3. for UCN construction.

6.2.2. Brief the passenger on the next flight and show time.

6.2.3. Enter the passenger into the space required standby file (main menu option E for SPRACS stations). Ensure the proper standby code is entered. See SPRACS user manual for codes.

6.2.4. File one copy of orders according to travel priority (Priority 1 and then All others) and date/time of arrival in the terminal. Distribute the other 3 copies of orders as follows:

6.2.4.1. Two copies to the traveler to file with their travel voucher.

6.2.4.2. One copy to your local servicing TMF (ITO if Army, PTO if Navy) for forwarding to the appropriate finance center.

6.2.5. If the passenger is "Intransit" collect one copy of the travel order. Make sure the orders have a UCN; if not, construct per above. At SPRACS stations ensure the proper intransit code and account handling code is entered into the record.

6.2.6. If a passenger's is so urgent as to preclude publishing orders, a letter of Authorization citing the Authority for travel and billing instructions and or fund cite is sufficient. Make sure the commanding officer's name directing the movement and unit mailing address are included. Forward a photocopy to DAO-DE SC/FC, 402 Scott Dr, Unit 1K1, Scott AFB IL 62225-5302, marked special account handling under a separate manifest number via letter of transmittal.

6.3. Space Required Reimbursable Travel. In accordance with DoD 4515.13-R, certain categories of space available travelers may elect to pay for a seat at the AMC rate and secure a reservation as a space-required passenger (See attachment 20 for DD Form 1131 preparation). However, they may not change their status for movement on a mission which is being processed. When passengers change their travel status from space available to space required, they will keep their relative place in the respective category; that is, from space available emergency leave to space required emergency leave.

6.3.1. DBOF-T/Non-DBOF-T Documentation. All duty and space available passengers transported via DBOF-T or non-DBOF-T aircraft over AMC or non-AMC channels must be documented and reported as DBOF-T traffic where indicated. Passengers performing duties on non-DBOF-T aircraft or whose non-DBOF T has been set up specifically for their movement, do not require a customer identification code (CIC)/fund cite for movement and will be documented as non-DBOF-T traffic. In these cases, the owning/operating agency of the aircraft must present an advance list of these personnel to the PSC. The agency supplying the list must certify these passengers meet DoD 4515.13-R requirements for travel. The PSC should forward the passenger list to passenger processing dispatch 10 hours prior to aircraft departure or as soon as practical. Any seats released in excess to the stated requirement must be treated as DBOF-T seats and will require a CIC/fund cite for space required movement

6.3.2. Passengers traveling on continental United States (CONUS) administrative airlift, SAAM or CONUS segments of international missions do not need an AMC Form 53, Application for Air Travel, prepared (see attachment 3). Passengers who are on an advance list of the provided by an airlift validator, user, or PRC need only present their orders for verification of duty status (these orders are not retained by passenger service). An AMC Form 53 or SPRACS printed port booking mask must be prepared or a copy of the travel order collected for terminal add-ons. Telephone reservations from an airlift validator will be accepted by the PSC. Boarding passes are not required for passengers on CONUS administrative airlift unless there is a cash transaction or checked bags. This does not circumvent the requirements of DoD 4515.13-R.

6.3.3. Space Required Standby Register. The PSC will produce a space required standby register daily. Create the register by channel and make it available for passenger viewing.

7. Questionable Travel:

7.1. It is incumbent on AMC to ensure requirements of DoD 4515.13-R are met with regard to passenger travel eligibility. When an order or Authorization for movement of passengers which is neither Authorized by DoD 4515.13-R nor approved according to its procedures, transportation shall be denied. When the passenger's orders appear to be erroneously published, and time and circumstances, HQ AMC/TACC should be contacted to resolve the problem with HQ AMC/DOJP. Passengers traveling on questionable orders will be informed of the fact and advised their travel documents will be forwarded to higher headquarters for possible billing. The station making the determination shall document the case and forward it to HQ AMCIDOJP, 402 Scott Dr. Unit 3A1, Scott AFB IL 62225-5302 who will forward it to USTRANSCOM for necessary action. Questionable travel cases should be forwarded with all accompanying documents (orders, statements, passenger's permanent home of record address). The services will make the final determination to bill the passenger or the orders issuing agency.

7.2. If passengers are already in the AMC system when an error is discovered, onward transportation shall be denied. They will not be permitted to travel to their original manifested destination on AMC owned or controlled aircraft. If the passenger elects to continue to their manifested destination via commercial means AMC will not be responsible for returning them to their origin station.

8. Remote Space Available Registration:

8.1. Active Duty members and Active Status Members of Reserve Components.

8.1.1. A copy of the applicable service leave form and AMC Form 140, Space Available Travel Request (attachment 6), may be telefaxed to the aerial port of departure. If AMC Form 140 is not available a statement that required border clearance documents are current, and a list of five-desired country destinations (the fifth destination may be the category All) may be telefaxed to the aerial port of departure instead.

8.1.2. The Telefax header data will establish the basis for date/time of sign-up.

8.1.3. The service leave form will be stamped with the current date upon receipt

8.2. Active duty members on pass may telefax a request indicating desired destination, name, rank, and inclusive dates of pass.

8.3. Active Members of the Reserve Components. Mails in entries are permitted.

8.3.1. A current copy of DD Form 1853, **Authentication of Reserve Status for Travel Eligibility**, AMC Form 140 or a statement that border clearance documents are current and a list of five destinations (the fifth destination may be the category All), may be telefaxed to the aerial port of departure.

8.3.2. May only register for travel to/from eligible destinations.

8.3.3. DD Form 1853 will be stamped with the current date upon receipt Mail in entries are permitted.

8.4. Retired Members.

8.4.1. Telefax AMC Form 140 or a request and a list of five desired destinations (the fifth destination may be the category All) to the aerial port of departure. The Telefax header data will establish the basis for date/time of sign-up

8.4.2. The request will be stamped with the current date upon receipt. Mails in entries are permitted.

9. Space Available Registration:

9.1. General. This administrative privilege is promoted heavily in DoD recruitment and retention advertising; therefore, the same top-notch service provided the duty passenger must be provided the space available passenger. At many stations, space available passengers make up over half the station workload. Assisting the space available passengers is one of the most important tasks in passenger service. In the long run, extra efforts to provide good service will have a measurable impact on the quality of life in the Armed Forces.

9.2. Governing Regulations. Unused seats aboard DoD-owned or controlled aircraft are to be offered to anyone meeting the provisions of DoD 4515.13-R. Space available passenger movement cannot be provided until provisions have been made for the movement of All revenue cargo, mail and/or passengers (reference AMCI 24-101, Volume 9, *Air Terminal Operations Center*). As with space-required travel, AFR 76-38/AR 598/OPNAVINST 4630.18D/MCO 4630.6C/DSAR 4540.9 establish movement priorities for space available travel. These priorities are in line with the categories of space available movement established in DoD 4515.13-R.

9.3. In Person. Space available registration may be done in person by filling out AMC Form 53, SPRACS Automated record, or by using AMC Form 140 with the space available self sign-up system. Sponsors may register their own family and show all required travel documents in accordance with DoD 4515.13-R and the DoD *Foreign Clearance Guide*. Those who do not have travel documents, such as passports or ID cards for others in the travel group, may register for travel; however, PSC personnel will annotate the missing documents on the front of the AMC Form 53 or in the appropriate space on the SPRACS Automated space available record. Inform the traveler that all required documents must be in their possession at the time of selection for movement or movement will be denied.

NOTE. Passengers who use AMC Form 140 for travel registration on should retain the passenger copy.

9.4. In transit Passengers. In transit passengers may sign up for space available travel during their ground time at en route stops provided they would normally be brought into the terminal and the workload permits (i.e., not saturated with space available sign up requests and roll calls).

9.5. Ineligible Passengers. Check the latest HQ AMC/DOJP message listing those persons whose space available privileges have been withdrawn. This list must be available at the PSC. SPRACS stations will refer to this list if the name is flagged during registration. If the passenger's name is on the latest notify the shift chief. The shift chief or passenger service officer should deal with a traveler whose travel privileges have been suspended or revoked. If passengers have any questions, provide them their host services' address to correspond with one specific questions about their eligibility. If the passenger becomes unruly, contact the security police or airport police for assistance.

9.5.1. Navy personnel should contact BUPERS/PERS-332, 2 Navy Annex, Washington DC, 20370-0332.

9.5.2. Army personnel should contact HQ DA/DALO-TSP-P, 400 Army Pentagon, Washington DC, 20310-0500.

9.5.3. Air Force personnel should contact HQ AMC/DOJP, 402 Scott Drive Unit 3A1, Scott AFB IL 62225-5302.

9.5.4. Marine Corps personnel should contact HQ Marine Corps, Code LFT-2, 2 Navy Annex, Washington DC 20380-1775.

9.6. Travel Ready. If a passenger is not ready to travel for any reason, refer the traveler to the appropriate agency and provide directions. If at All possible, give the passenger a name of someone who can help. As a minimum, provide an appropriate telephone number.

9.7. Married Members. Married service members may register as a family group under the name of one of the members. If they have differing leave expiration dates, sign them up under the earliest expiration date.

9.8. Flight Certification. SPRACS stations will post the reverse side of AMC Form 53 or a boldly printed copy of the statement at each sign-up position for the passenger to read prior to completing the SPRACS certification entry. When the passenger reads and understands the certification statement, enter a "Y" in the 'Space Available Certification' block and complete the transaction.

9.9. Stamp. Stamp the member's leave Authorization with your local sign-up stamp (see attachment 17 for sample). Passengers traveling without a written Authorization will be given your locally prepared handout with the date/time annotated or print the SPRACS response screen.

10. Space Available Rules:

10.1. Checked baggage. Space required and space available are Authorized two pieces of checked baggage not to exceed 62 linear inches each and a combined weight of 140 pounds of baggage; family members may pool their baggage Allowances. Refer to Volume 15 for baggage Allowance on smaller aircraft

10.2. Removal. Space available travelers may be removed at any en route station for duty passengers, patients, cargo, or hazardous material.

10.3. Space A Calls. Passengers may choose not to meet All Space A calls for any flight going to their desired destination. They will not be removed from the latest. Flag officer passengers are selected for travel solely on their travel category and of sip-up and may be offered the option of making the space available call with all other passengers or doing so by a personal.

10.4. Duration on the List. Prospective passengers will be removed from the space available register after remaining on the list for 60 days or when the travel Authorization expires, whichever occurs first. Passengers removed from the register will be allowed to sign up again with a new date/time of sign-up.

10.5. Pass. Active duty military may travel on a pass in the CONUS and selected overseas areas but may only remain on the space available register for 72 hours. However, passengers on a 96-hour special pass will remain on the list for 96 hours. If the passenger subsequently presents leave orders that are valid for the day of sign up, during or after the 72-hour period, they must sign up again with a new date/time of sign-up.

10.6. Seat Refusal. Prospective passengers may refuse a seat on any aircraft. Brief all passengers, before selection for movement, when the aircraft will be un-pressurized and hazardous cargo or human remains are aboard. Travel aboard these aircraft, i.e., C-23, may cause extreme ear pain and/or rupturing of the ear drum, particularly when suffering from head colds, congestion, asthma, etc. Passengers will not lose their place on the space available register for refusing the seat. This would also apply to a family group if the sponsors do not want their dependents to fly on these missions.

10.7. Expired Leave Orders. Passengers will be allowed to remain on the space available register if they are an active duty military member whose leave orders have expired and are attempting to have the leave extended. These personnel should not be moved until their leave is extended, but if there are extenuating circumstances, the passenger service officer/detachment to commander/NCOIC may elect to Authorize movement. Leave extensions will be accepted based on verbal confirmation of the passenger. If declared AWOL, report them to the security police/airport police.

10.9. Sign-Up Time. Greenwich mean time (Zulu)/date of sip-up must be used at All passenger processing locations.

11. Space Available Roll CALL:

11.1. Roll Call. Space A roll calls may be established by each port/passenger service based on passenger convenience, manpower resources, type of mission, and number of seats available. Normally, a standard should be applied which meets the above criteria to enable passengers to plan their activities and ensure equitable opportunities for all. A different standard may be applied to different types of missions, i.e., scheduled Category B/M and operational support/DV missions. At originating stations, space available passengers will not normally be removed in favor of other space available passengers once the space available call has begun. At in transit stations, space available passengers onboard will not be removed in favor of other space available passengers. Category I space available passengers will be considered for any particular flight currently being processed even if the space available call has already begun. If the category/date/time of a space available passenger has been passed that passenger must wait until all other space available category passengers present at the beginning of the call have been afforded the opportunity for the open seats. If a mission changes destination, it's a new mission. Start the roll call over. When additional seats are released for a mission, the space available call will continue where it previously ended. However, if you had to pass over a family due to insufficient seat release to accommodate them and additional seats become available, afford the families that were passed over an opportunity to take these seats and then resume your space available roll call where you previously left off.

11.2. Upgrade. Space available passengers upgraded in accordance with DoD 4515.13-R to the bottom of Category I will maintain the origin station upgrade until they reach their specific destination. Upgrade is not applicable for return transportation.

12. Space Available Passenger Removal. When necessary to remove space available passengers at en route stations to accommodate space required passenger/cargo, the order of selection for removal will begin with the lowest priority passenger with the latest date/time of sign up as reflected on the manifest. If removed passengers elect to continue travel to their specified destination, they will be entered into the space available backlog using their original date/time of sign up. If passengers elect a different specified destination, they will be assigned a new date/time of sign up and be placed at the bottom of the space available register within their category. When to remove space available passengers at the originating stations, the order of selection for removal will begin with the lowest priority passenger with the latest date/time of sign up as reflected on the manifest. SPRACS stations can use the REMOVE SELECTED PASSENGER command to assist in the selection. The shift supervisor or assistant shift supervisor will be consulted prior to removing any passenger and will personally verify that the correct people are removed from the flight. Gate no-shows will be reentered on the space available register with a new date/time of sign-up unless the reason for missing the flight was beyond the passenger's reasonable control; e.g., sickness, Automobile accident, etc.

13. Federal Inspection Fees

13.1. Head Tax. Stations within the 50 United States must collect a \$6.00 head tax and stations overseas must collect a \$12.50 federal on Fee (FIS) from all originating international space available passengers on Category B missions. Deposit FIS fees to account 97X4930.5D14 68& 208597 C99 525300. Deposit the head tax to account 57F01 52.0002 525300.

13.2. Boarding Pass. When a space available passenger is processed for a flight at the originating station, annotate the AMC boarding pass to show the total amount charged for head/F I S and the specified destination of the passenger. Annotate the three-letter station code for the final AMC destination in the specified destination block (see attachment 14) on AMC Form 148, **AMC boarding pass/ticket** (sample, attachment 21). In case of a CONUS destination, use USA in lieu of a specific three-letter station code.

14. Space Available Travel Aboard Foreign Aircraft:

14.1. US military personnel may only travel space available on Royal Air Force, Canadian Armed Forces, or Royal New Zealand Air Force aircraft within New Zealand. US military personnel cannot travel space available on Royal Australian Air Force (RAAF) aircraft. The only foreign military personnel that can travel space available on RAAF are those officers and their dependents who are on full time exchange duty with the Australian

Defense Forces. British, Canadian, Australian and New Zealand military personnel who are on exchange with the Department of Defense can travel space available on USAF aircraft when in a leave status (see attachment 31).

14.2. Exclusive Processing. Travel aboard any other foreign aircraft will not be encouraged. Passengers moving on any other foreign aircraft will not be processed or manifested by AMC passenger terminals.

15. Unique Mission Briefing. On unique and specified types of mission aircraft, we must ensure passengers are aware of any operational circumstances that may cause discomfort or apprehension. Duty and space available passengers will be briefed prior to selection for a mission (i.e., low-level training, air refueling (KC-10/KC-135 and C-5, C-141), hazardous or dangerous cargo when a passenger deviation is required, human remains on board, etc.). Passengers will retain their position in the duty/space available backlog if they elect not to travel on specific missions.

16. Non-AMC Destinations. If a mission is operating to a non-AMC destination which does not have an AMC owned or operated terminal, passengers must be briefed that there may be little or no passenger support at their destination (i.e., no terminal easily available telephone, transportation, or billets). They must understand if they take these flights, they must deal with these limitations within their own capabilities. If they do not wish to take these flights, they will maintain their original date and time of sign-up.

17. Acceptance of Children:

17.1. General Children between the ages of 12 and 17 years will be accepted for unaccompanied space required carriage if:

17.1.1. They are brought to the airport by a parent, guardian, or responsible adult who will remain with the child until explained and evidence is presented by such parent, guardian, or responsible adult that the child will be met at the airport of arrival by another parent, guardian, or responsible adult. The adult will provide documentation bearing the name, address, and telephone number of the adult who will meet the child at the destination and the adult who is entering the child into AMC's custody. This information should be given to the senior AMC representative. Have the parent or guardian fill out AMC Form 1004, **Unaccompanied Dependent Minor Form**. This form should be filled out in triplicate (1 copy to the minor, and 1 copy should be retained on station with the mission paperwork).

17.1.2. The flight on which space is held is not expected to terminate short of, or bypass, destination due to weather conditions.

17.1.3. The child will not be permitted to stop over en route. If the child has reservations for a connecting flight, ensure there is adequate connection time.

17.1.4. The parent/guardian provides a medical power of attorney for AMC agent confirmation.

17.2. Age. Age limits refer to the date of commencement of carriage.

17.3. Notifications. AMC personnel will annotate the manifest by writing the name of the unaccompanied passenger along with the name, address, and phone number of who is meeting this passenger at the terminating station. This same information will be included on a SPRACS Gram to All down line stations of the flight Air Terminal Operations Center (ATOC) and the aircrew will also be notified. SPRACS stations will enter LTNAC CHILD in the remarks/attention block of the boarding pass. AMC Form 1004 will be used also.

17.4. Prohibition. Children under 12 years may not be accepted for carriage unless accompanied by a parent, guardian, or responsible appointed adult by the parent or guardian, and is otherwise Authorized to travel.

18. Commercial Airport AMC Liaison Personnel:

18.1. AMC Military Gateways. Commercial airports providing Category B service for AMC will have 2T2XX personnel available to ensure expeditious movement of DoD passengers through selected airports. These personnel are permanently assigned to a detachment or an operating location at the commercial airport. Process Category B passengers in accordance with this volume. (See MOU at attachment 12 for international passenger operations.)

19. Information:

19.1. General. One of the keys to success in any service organization is communication between employees and their customers. The impression our travelers have of AMC service greatly depends on the ability to provide prompt, accurate, and timely information in a helpful, courteous, and professional manner. Keeping passengers well informed from the time they enter the terminal until they arrive at their destination and depart the terminal not only will make the job easier, but will result in satisfied customers. A conscious effort goes far to enhance the quality of service and ultimately the, the AMC image.

19.2. Public Address Systems. Each passenger will use a terminal announcement system to pass information to passengers (see attachment 32, Suggested Terminal Announcements). When it is not in use, conservative recorded music or a reasonable facsimile may be connected to the system. Commercial gateway managers will obtain the use of local airport public address system for announcements to our passengers.

19.3. Flight information. To permit easy visual access to information on scheduled missions, maintain a Flight Information Display System (FIDS) or a flight board. The information on the FIDS will be limited to flight information. Static information, which rarely changes, should be posted on signs (e.g., SSgt Jones, Shift supervisor). Flight information includes but is not limited to:

19.3.1. Flights by mission number, aircraft type, arrival and/or departure times (block times), and destinations. Ensure destinations name is completely spelled out Do not use three or four-letter codes.

19.3.2. Indicate late arriving missions or flights as, "Delayed," and also indicate the new arrival time, if available.

19.3.3. When outbound missions are delay, update the flight information to reflect the new departure (block) time and the scheduled reporting time.

19.3.4. Using the FIDS, post flight schedules for the next 48 hours. If the passenger terminal is located near a commercial gateway make Category B information on these arrivals and departures and available to passengers. This may be accomplished by handout or on the flight board(s)/video display system. Where possible, monitors should be accessible to the PSC and information counter.

19.3.6. As a minimum, the dispatch section will review posted schedules and information at each shift change and update as necessary.

19.3.6. At least one monitor each should be available the in the passenger lounge, baggage claim area, special category lounge, dependent lounge, and cafeteria. In commercial gateways, obtain the use of airports or sponsoring airline's flight information system to Allow visual access to information on scheduled Category B missions.

19.4. AMC Form 76, AMC-GRAM. A time-consuming task in passenger terminals is to provide information about local base facilities, transportation, and billeting. To reduce the time necessary to answer such inquiries and provide readily available information, AMC Form 76 is available. This form contains standardized introductory information with space for each station to insert information most requested by travelers. As a minimum, the form will contain information on the cost, availability, and location of billeting and transportation. Print a map of the base and major facilities on the reverse. This information need not be All-inclusive but should give sufficient information for travelers to find basic services. Update AMC Form 76 as required. Include a recommendation to

passengers with nonapparent handicaps (such as hearing impairment, asthma, or pacemakers) to advise passenger check-in of this handicap at the time of check-in. Also, include notification of the AMC no-smoking policy on aircraft

19.5. Trip insurance. Through Mutual of Omaha, flight insurance is available to All passengers traveling on DoD owned or controlled aircraft. The use of this insurance is solely the passengers' option. In military terminals, the passenger service officer will ensure these insurance policies are available for passengers. Reorder supplies by sending a letter to HQ AMC/DOJP, 402 Scott Drive Unit 3A1, Scott AFB IL 62225-5302, or by message to HQ AMC SCOTT AFB IL/DOJP. Supplies may be transported via DBOF-T aircraft on a reimbursable basis at the government tariff (AFR 76-11, *US Government Rate Tariffs*). *EXCEPTION*. Commercial gateways will not display trip insurance information. Refer inquiries pertaining to trip insurance to local airport insurance representatives or display.

19.6. Commander AMCs (AMC/CC) Letter to the Passenger (AMCVA 24-4, *Dear Fellow Traveler*). AMC/CC is personally interested in the passenger's welfare and wishes to hear about the =vice passengers receive. To encourage comment, AMC/CC has a letter to explain his policy. In the most prominent place in each terminal display this letter, Commander AMC's photograph, and a collection box for AMC Form 253, **Air Passenger Comments**. This volume, attachment 2, gives details for construction of the display. Empty the collection box at least once a day. The passenger service officer should use passenger comments as much as possible to manage problems and to relay favorable comments.

19.7. Household pets (dogs and cats) may be shipped as excess baggage to locations (see AMCI 24-101 Volume 15). See attachment 4 for using AMC Form 53.

Section C-Passenger Processing

20. Passenger Check-In.

20.1. General. Receives copies of orders from passengers. Check ID cards and passports, visas, and immunization records if required. Prepares and issues passenger boarding passes, assigns seats, and briefs passengers on flight information. Performs flight controller duties as required. Weighs and tags baggage. Collects head tax, Federal inspection service (customs, agriculture, etc.) charges, meal monies, pet fees, and excess baggage charges.

20.2. One Stop. A space required or space available passenger selected for a flight will be able to check in at any open counter, check baggage, order meals, pay fees, and accomplish border clearance requirements. Passengers are not to be inconvenienced by being referred from counter to counter to process in. If circumstances dictate, a counter may be opened to process passengers for a single flight.

20.3 Unique Control Number. Premanifested space required passengers normally will have travel orders with a unique number written in by the TMF. Control numbers are constructed as shown below.

20.3.1. Positions 1-2, first/last name initials of traveler.

20.3.2. Positions 3-6, last four digits of the SSAN.

20.3.3. Positions 7-8, last two digits of the fiscal year.

20A. For loss of orders/travelope construct/reconstruct the unique control number as indicated above.

20.5. Groups. The sponsor of a family group or team member may check in all members, provided all required travel documents are available for review.

20.6. Customer Identification Code (CIC). Check the travel orders for fiscal data, CIC, and signature block. At SPRACS stations, ensure the data on the SPRACS check-in screen face is the same as the travel order. If different, change the data on the screen to match the travel order.

20.7. Weights. For military aircraft use a standard body weight of 175 pounds/passenger. For commercial contract and C-9 aircraft use interrogated weights.

20.8. Smoking. Brief each passenger that smoking is prohibited aboard All AMC-owned or controlled aircraft.

20.9. Meals. If processing a military mission, passenger agents must ask the passenger if they would like a meal and collect the money for those sold.

20.9.1. Annotate AMC Form 148-1, AMC boarding Pass/Ticket, or AMC Form 148-2, Boarding Pass/Ticket Receipt, in the space provided for meals purchased (kind/type/quantity) and meal cost. The following applies:

20.9.1.1. When a passenger Authorized to receive a government meal at no charge orders a meal, annotate the meal purchase block and enter the words "no charge" in the meal cost block.

20.9.1.L When there are other cash transactions and no meals are ordered, enter the notation "no meal" in the meal purchase block and a zero in the meal cost block.

20.9.1.3. Make the above entries by pen and ink or by stamp at non-SPRACS stations.

20.9.1.4. En route stations will issue a new AMC Form 148 series for meals provided at that station.

20.10. Passengers will be informed that in-flight meals will be served only on presentation of the boarding pass, with record of meals purchased. Refunds are made only on presentation of a boarding pass.

20.11. At non-SPRACS stations, the flight controller will use the bottom of AIAC Form 162, in-flight Meal Supplement Worksheet. When meal orders are called in, he/she will annotate the number and kind of meal in the block Corresponding with the passenger's line number. If the meal is at no cost to the passenger, place the letters N/C in this block.

20.12. Special Information. At non-SPRACS stations, call the flight controller and pass the passenger's name and line number, and obtain seat assignment (originating only). For space available passengers, pass the movement priority and date/time of sign up. If the passenger is either blinded, pregnant, differently abled, first time immigrant, foreign national, or unaccompanied child, advise the flight controller

20.13. Confirming Reservation. At non-SPRACS stations, the flight controller will confirm the reservation on the premanifest and record the seat assignment and passenger body weight (if interrogated weight is used) on the premanifest. If the name does not appear on the premanifest and the travel order is valid for the flight, write in the name as an overbook Notify the PSC immediately for their adjustment of total available seats. If the passenger is duty standby or space available, write the name at the bottom of the boarding manifest. If no premanifest is available, write in All the information on AMC Form 165, Passenger Manifest, or DD Form 2131, **Passenger Manifest**.

20.14. Seating In Emergency Exits. Passengers seated in emergency exit rows must have sufficient mobility, strength, or dexterity in both arms, hands, and legs to reach upward, sideways, and downward to the location of emergency exit and exit slide operating mechanisms. For C-5 refer to AMC Form 103, C-5 Seating Chart. They must be able to grasp, push, she of, pull, or otherwise open emergency exits; to remove obstructions similar in size and weight; to exit expeditiously; stabilize escape slides; and assist others in getting off an escape slide.

20.14.1. Passengers must be 15 years of age or older and capable of performing the above functions.

20.14.2. Passengers must be able to read and understand English language instructions.

20.14.3. Passengers must have sufficient visual capacity to perform the above functions.

20.14.4. Passengers must have sufficient aural capacity to hear and understand instructions.

20.14.5. Passengers must not have any condition that might cause the passenger harm if he or she performs the above functions.

20.15. Upper Deck restrictions. On B-747 aircraft do not provide seating in the upper deck for children under the age of 15 or differently abled passengers whose disability prohibits them from climbing/descending the upper deck stairs unassisted.

20.16. AMC Boarding Pass. The passenger check-in agent will record the appropriate information on the boarding pass at non-SPRACS stations. The passengers line number goes in the top left-hand corner after the word "AMC" on AMC boarding passes. Passenger agents will use the boarding pass as a visual aid when briefing the passenger on the departure time and boarding gate number. All terminals will place the boarding pass and remaining copies of the travel order in the AMC travelope. The baggage claim stubs must be attached to either the boarding pass or travelope.

20.17. Manifest Closeout. The flight controller or floor supervisor and PSC personnel will keep track of passengers checked in. The PSC will open seats as soon as practical to Allow full aircraft seat utilization. Manifest closeout will be no more than 1 hour prior to block time but may be left open for additional passenger manifesting based on local management decision. Every effort should be made to fill All available seats. Leaving passengers who want to travel behind for the sake of a closeout time or to avoid a few minutes delay is not acceptable customer service. If passengers are bused to the aircraft and the bus ride is longer than 10 minutes, adjust the manifest closeout accordingly.

20.18. The flight controller will keep a running total of passenger body and baggage weights (if required), and total meal orders by type on the manifest Pass this information (along with the boarding manifests) to dispatch. At SPRACS stations, the floor supervisor monitors weights and meals using the "flight status inquiry" command.

20.19. No later than 40 minutes prior to scheduled block, dispatch will total all meals and inform in-flight Kitchen and fleet service of the final meal order. The initials and times are annotated on the top portion of AMC Form 162. The shift supervisor will ensure information on the top portion of AMC Form 162 is transferred to AF Form 463, **Request for Flight Meals**, before the shift is relieved of duty. Management may adjust times based on requirements and sequence of events.

20.20. Dispatch will pass the final passenger and baggage weight to the Quality Assurance Evaluator (QAE) or ATOC, as applicable, and give aircraft copies of the manifest to the gate agent.

20.21. Passenger Totals. Dispatch will advise ATOC on the total number of space available and space required passengers, special category passenger information, and total number passengers off next station. Use AMC form 79, **Passenger Information** (attachment 9), to help provide information to the loadmaster/boom operator or flight attendant At SPRACS stations, give the "CLOSE OUT STATUS REPORT" to ATOC as soon as possible after flight closeout.

20.22. Down line Summary. SPRACS stations will transmit the down line summary report as soon as possible after the flight departs.

20.23. Connecting/Remain Over Night (RON)/Delayed Passengers. These passengers will be documented by annotating the station file copy of the passenger manifest with the following statement: "Passengers on this manifest were counted/recounted as originating and terminating for the following reasons: RON/Delayed/Connecting." The stamped copy of the manifest is forwarded to ATOC for inclusion in AMC Form 77, **Aircraft Ground Handling Record**. Do not document these passengers on AMC Form 108, **Rehandled Passenger Workload**, for these reasons.

20.24. A passenger is considered RON if:

20.24.1. Passengers are through load manifested on a mission which RONS.

20.24.2. Baggage is off-loaded and returned to the passenger.

20.24.3. Predeparture check-in (or any action requiring the passenger to check in at the processing counter the following day) is required.

20.24.4. Baggage is collected, retagged, and loaded.

20.25. A passenger is considered delayed if:

20.25.1. Manifest it on a mission which is the Lady for an extended period of time.

20.25.2. Baggage is off-loaded and returned to the passenger.

20.25.3. Predeparture check-in (or any action requiring the passenger to check-in at the processing counter the following day) is required.

20.25.4. Baggage is collected, retagged, and loaded.

20.26. A passenger is considered connecting if.

20.26.1. They are premanifested on a connecting mission.

20.26.2. Boarding passes are reissued.

20.26.3. Baggage is returned to the passenger or segregated on arrival and added to the appropriate originating baggage pallet/bin.

20.27. If passengers are reantihijacked, retransported, remanifested, and reboarded, the passenger dispatch section will complete AMC Form 108 to reflect the additional workload (see AMCI 24-101 volume 6).

21. Unique Passenger Processing Procedures/Policy

21.1. Stowaway. A stowaway is an unauthorized person aboard an aircraft not listed on the flight manifest. Ask for security police assistance at the aircraft to remove the suspected stowaway, if necessary. Contact immigration and customs inspectors, if applicable. When returning a stowaway, passenger service dispatch will notify ATOC for inclusion in the ALLOAD message.

21.2. Deportees. Passengers who fail to meet border clearance requirements and are refused entry must be returned by AMC to the nearest station where the passenger may secure proper border clearance documents. Return air transportation will comply with the time limitation established by the country refusing entry. Notify ATOC for inclusion in the ALLOAD message.

21.3. **Distinguished Visitor (DV).** These passengers are senior officers or senior public officials. Passenger service officers will ensure needs and desires of these passengers are met. Dispatch will pass to ATOC DV codes and any requests of the DV (see attachment 5 for the Glossary of Codes). This information will be included in the ALLOAD message and the down line ion for SPRACS stations.

21.4. **Blue Bark.** These passengers are traveling via AMC because of a death of an immediate family member. Passengers presenting themselves at the counter or to arriving on station identified as "blue bark" passengers will be personally assisted by the passenger service shift supervisor and afforded all privileges associated with DV assistance. Dispatch will pass any down line requests to the ATOC for inclusion in the departure message and ensure the information is in the down line summary transmissions for SPRACS stations. If there are no requests, so state. Arriving blue bark passengers will be met by a passenger service representative to ensure all arrangements are satisfactory. Passenger service boarding agents will brief the loadmaster/boom operator when boarding blue bark passengers. Blue bark passengers will not be removed/rotated at originating/en route stations to accommodate space required or space available passengers.

21.5. **Coin Assist.** These passengers are dependents whose sponsors are missing in action, prisoners of war, or as otherwise designated by the DoD. The same services provided 'blue bark' passengers will be offered to coin assist and, they too, will be assisted personally by the passenger service shift supervisor.

21.6. **Medal of Honor Holders.** These passengers will be personally assisted by the passenger service shift supervisor and afforded All privileges associated with DV assistance.

21.7. **Next of Kin (NOK). of Very Seriously Ill (VSI).** These passengers will be personally assisted by the passenger service shift supervisor and afforded all privileges associated with DV assistance.

21.8. **Differently Abled Passengers.** The normal process for determining travel eligibility will be followed along with an evaluation of required assistance for the differently abled passenger. Differently abled passenger assistance depends largely on the degree of mobility and type of aircraft (e.g., If a differently abled passenger is selected for a C-5 mission and the passenger can, with, assistance, negotiate the initial stairs, he/she can travel). Once determined as eligible, the passenger terminal will advise the ATOC/QAE when a passenger with special needs (i.e., wheelchair bound) is likely to be selected for a flight. ATOC/QAE will coordinate with the aircrew to ensure aircraft configuration provides proper access and safe transport of differently abled passengers. AMC aircrew will make every effort to accommodate them. On the rare occasion when operational or equipment limitations preclude serving differently abled passengers, air terminal personnel must ensure the passenger understands why air transport is not possible on the mission in question. ATOC will coordinate with down line stations to facilitate arrival arrangements. Differently abled passengers should be boarded early, preferably in seats close to the latrine facilities if so desired, and be assisted in boarding by terminal and aircrew personnel. Ensure adequate assistance is provided to assure safety during all differently abled passenger movement operations. Decisions regarding eligibility or acceptance for a flight need to be determined as close to the passenger as possible. The operations group commander or representative is the suggested decision level. Problems concerning eligibility or acceptance that cannot be resolved locally must be reported (circumstances, chronology, names, units, etc.) to HQ AMC/DOJ. For time sensitive problems, telephone HQ AMC/DOJP DSN 576-4592 during normal duty hours 0730L-1630L (CST) M-F and HQ AMC TACC/APCC at DSN 576-1755 (East), and 576-1758 (West) after normal duty hours.

21.9. **Prisoners and Guards.** Prisoners requiring armed escorts or guards will not be moved on Category B or government arranged commercial seats. Movement of prisoners and unarmed guards and prisoners traveling on their own recognizance can be moved on government arranged commercial seats. Prisoners requiring armed guards should be moved on military missions and will be seated before any other passengers are on loaded. On arrival, all passengers will be downloaded before the prisoner and guards. If briefed of the hazard, dependents may travel on carrying prisoners and armed guards. If they choose not to go, there will be no penalty. Information control/dispatch will notify ATOC when prisoners with armed guards are manifested aboard AMC flights to Allow ATOC to notify down line stations in the departure message. ATOCs at down line stations will

notify dispatch of these prisoners, and ATOC will also inform the security police. Prisoners traveling under their own recognizance or those accompanied by unarmed escorts require no special loading procedures.

21.10. Eastern Test Range/Ascension. To protect US treaty obligations, space available travel to the Eastern Test Range is done on a space Allocation basis (Grand Turk Auxiliary Airfield and Antigua). Patrick AFB passenger terminal administers space Allocations. Space available passenger movement in accordance with DoD 4515.13-R to/from African countries transiting the Eastern Test Range is restricted to those personnel permanently assigned to African countries. The confirmation from the Commander, Ascension Auxiliary Field, that overnight facilities are available constitutes approval for transit of Ascension.

21.11. Pregnant and Post Partum Mothers and Newborn Infants.

Accept pregnant women up to week 34 of gestation for air transportation. Women who are 6 or more weeks postpartum and infants 6 or more weeks old, may travel as passengers. The infants under 6 weeks, and women who are less than 6 weeks postpartum may be accepted if they are certified to be medically sound by a responsible medical officer, or civilian physician.

22. Passengers With a Unique CIC (AMO, MRS, and Cadet).

22.1. AMC Mission Observer. Passengers designated as AMC Mission Observer (AMO) have been invited by AMC/CC to accompany AMC aircrew on AMC organic military aircraft. Use 4AMO 0000000000 as the CIC. Afford them DV privileges. Manifest AMO passengers with other passengers. They may proceed to the aircraft with the aircrew and use crew compartment seats, if available. AMO is authorized only on AMC organic military aircraft.

22.2. Mission Route Support (MRS). Passengers holding orders citing MRS Authority may request DBOF-T cargo be downloaded up to 2 hours to prior to block time to provide additional seats when they cannot be accommodated through the normal first-come, first serve duty passenger priority system established by DoD 4515.13-R. When cargo is downloaded, MRS passengers will be accommodated ahead of the other duty passengers, since they support the AMC airlift mission (aircraft recovery teams, TALCE teams, accident investigation team members, IG, or SET teams, etc.). Normal passenger boarding procedures will apply. The approval Authority for MRS rests with the senior transportation official at HQ AMC, AMC/ TACC, NAFS, wing, or group level. When requested by HQ AMC to support DBOF-T aerial port operations, Air Force Reserve personnel are Authorized MRS status for their tours of duty. Approval for Air Force Reserve MRS status rests with AMC. MRS cannot be authorized for anyone traveling in a PCS or leave status. Personnel assigned to Visual Information Service, Air Rescue Service, 89 AW, and 375 AW are not eligible for MRS status. Orders for passengers Authorized MRS will be issued in accordance with the AMC supplement to AFI 37-128, *Administrative Orders*. In addition to the fiscal data required for payment of normal travel expenses, an appropriate MRS CIC will be included in the orders. The CIC is composed of 15 alphanumeric digits with unused digits being zero-filled and constructed as shown in attachment 8. Except as noted below, MRS CIC may be used on military aircraft only. MRS is authorized for doctors to expedite their return to home station after performing medical attendant to duties. The MRS Authority must be in the doctor's orders and must be approved by one of three AMC Aeromedical Evacuation Control Centers (AECC). The 9 AECC will approve MRS for doctors originating in the Pacific; the 2 AECC for doctors originating in Europe; and the Global Patient Requirements Center (GPMRC) for doctors originating travel in the CONUS. Authorizations will be limited to doctors on medical attendant duties and return travel will be performed within 48 hours of arrival at the patient transfer point. If airlift is available and doctors do not begin return travel within the 48-hour window, unit funds of the originating facility will be charged for travel as purpose of the travel will be considered to be beyond medical attendant duties. The MRS CIC and guidance will follow MRS procedures in this paragraph. MRS CIC example: 4 MRS 7 13AF DOCTOR.

22.2.1. MRS travel is authorized on category B missions in direct support of DBOF-T airlift operations. Category B MRS provides unfunded travel, but is not designed to support travel for quality assistance, staff assistance visits, or similar requirements normally funded from DBOF sources. Direct support includes:

22.2.1.1. Range rides required by AMCR 76-8, *Commercial Airlift Management-Civil Air carriers* (will become AMCI 24-201) conducted by HQ AMC/DOK quality assurance evaluators (QAE), HQ AMC/DOK contract administrators, and Authorized air terminal and commercial gateways QAEs. AMC headquarters staff personnel or other non-AMC personnel invited by or as directed by the Commander of AMC to evaluate service may be Authorized MRS.

22.2.2. Aerial port personnel traveling to provide en route quality control observations.

22.2.2.1. The Chief, Aerial Port Operations division (HQ AMC/DOJ), is the approval Authority for category B MRS travel. At the local level, submit requests for category B MRS travel through the senior air transportation officer on station to the senior AMC commander on station for approval by HQ AMC/DOJ. On non-AMC bases, submit requests through the senior air transportation officer on station to the AMC group commander for submission to HQ AMC/DOJ for approval. MRS travel requests by AMC staff will be routed through HQ AMC/DOJP detailing reasons for travel an category B and the costs to DBOF-T. Send base-level requests with the same information through the senior air transportation officer to HQ AMC/DOJP. Submit requests as soon as possible after requirement is known.

22.2.2.2. Category B MRS travelers will be given the unique CIC where the last digit will be coded 'B.'

22.3. Operation Air Force Cadets:

22.3.1. USAF Academy cadets traveling to/from overseas sponsoring agencies aboard KC-10 aircraft will have the statement "For travel aboard KC-10 aircraft only. CIC: 8 AFA CADET 000000" in the remarks section of their orders. When cadets are space blocked aboard KC-10 aircraft they will be afforded priority over other passengers except priority one passengers.

22.3.2. Cadet travel on other than KC-10 aircraft will require a travel order. Cite the CIC and funding in Block 19 unless the cadet is traveling in mission essential ground personnel (MEGP) or Additional crewmember (ACM) status.

22.4. **MEGP /ACM** Passengers Authorized MEGP and/or ACM personnel are described in forthcoming MCI 11-2XX series regulations. These passengers do not process through the passenger terminal but process with crewmembers.

Section D-Gate Service/Manifesting

23. **Gate Services.** Supervisors the loading/unloading, of passengers. Provides service and assistance to enplaning/deplaning passengers, to include passengers requiring special assistance. Informs passengers of flight departure status. Performs antihijack inspections.

23.1. **Carriage of Hazardous Material in Passenger Baggage.** Federal law forbids the carriage of hazardous materials aboard aircraft in a passenger's checked or carryon baggage. As such, passenger agents should possess a general knowledge of what hazardous materials are and what is acceptable to be checked or carried as baggage. Inspect all passengers and hand carried items prior to boarding DoD owned or controlled aircraft. If agents detect or find contraband or illegal weapons, notify the proper Authority to take necessary action to confiscate and dispose of the item(s). At commercial gateways, these inspections are conducted by airport security personnel. Passenger service personnel will deny entry to the sterile area to any person refusing to submit to any part of above procedures. When appropriate, notify the security police. The passenger agent need not question each passenger to determine if they are carrying hazardous articles but should be alert for questionable luggage, parcels, boxes, or containers. Additionally, passenger agents should be aware of those hazardous articles that are permissible in limited quantities and under certain conditions in accordance with AMCI 24-101, Volume 15, *Air Transportation Baggage*.

23.2. Passenger Antihijack Inspection. Screen All Passengers entering the sterile area. Inspect passengers who activate the walk-through metal detector twice by use of a hand-held metal detector. If hand-held metal detectors are inoperable, they will submit to a visual check by opening coats, jackets, etc. If you note anything suspicious, such as a weapon, covertly summon law enforcement agents. Security police will perform all required physical inspections (body searches) when circumstances warrant. Allow passengers to retain in their possession those items not considered to be weapons such as pen knives, safety razors, small scissors, etc- (See AMCR 76-1, Chapter 15. (will become AMCI 24-101, Volume 15).

23.3. Hand-Carried Baggage Inspection. Passenger service personnel will inspect/X-ray of all hand carried items in the presence of the owner. Position the monitor so as to prevent passenger access. Honor passenger requests to have their hand carried items inspected visually in lieu of X-ray. Items such as cameras and electric appliances may be operated to ensure validity. Require passengers to open their own baggage or packages for inspection and/or place them on the X-ray machine. Should the X-ray machine operator determine that a bag contains a questionable image, request the owner of the bag to open it for further inspection. (If you determine the image is a weapon/explosive, stop the X-ray machine belt immediately and covertly summon law enforcement agents.) If the overseas port/squadron operations officer determines that the US Department of Agriculture/ US Customs overseas inspection fulfills requirements of the antihijack inspection, no further inspection is required by passenger service personnel.

23.4. Board passengers who require assistance or need extra time in boarding prior to all other passengers. Brief crewmembers on all passengers with known handicaps.

23.5. All through load passengers should be allowed to retain their original seat. AMC Form 299-series, **General Purpose Intransit Passenger Boarding Pass**, may be used for control during reboarding.

23.5.1. On military aircraft, pass passenger and meal totals to the loadmaster/boom operator prior to passenger boarding.

23.5.2. On C-141 aeromedical evacuation missions board passengers through the forward crew entrance, door according to the sequence of events.

23.5.3. The total number of passengers manifested should agree with the total number of passengers boarded. If there are fewer people aboard the aircraft than manifested and if time permits, correct the boarding manifest. However, if time does not permit, correct the station copy of the manifest as much as possible after aircraft departure. If there are too many Passengers aboard, check each passenger's boarding pass against the manifest to determine who is aboard but is not manifested. Make an announcement on the aircraft stating the flight number and ask everyone to show their boarding pass. In any case, the total number of passengers on the final boarding manifest must agree with the total number of passengers boarded.

23.5.4. Last minute add-ons or changes are done at the departure gate. Baggage tags, ID tags, and boarding passes will be available at the gate. Notify the PSC and dispatch of any changes. To assure the aircraft commander that the antihijack inspection has been completed, make sure the following statements are on the manifest and signed by the departure gate agent. The agent signing the antihijack statement will legibly print his/her name below the signature. Commercial gateway personnel will sign these statements for Category B or military missions to indicate that the checks were performed by airport Authorities. The required statements are:

23.5.4.1. "I certify that all passengers and their hand-carried baggage were checked to assure weapons and unauthorized hazardous materials were not carried aboard the aircraft". For troop movements use: "I certify that an antihijacking inspection/briefing was conducted for all personnel for whom I am the designated troop commander. I further certify that no unauthorized weapons or explosive devices are in their possession."

23.5.4.2. "A boarding pass/ticket has been issued to each passenger. Total passengers and baggage weights are certified as correct."

23.6. Unsafe Aircraft. In accordance with 10 U.S.C. 2640, Public Law 99-661, the following will apply with regard to the Authority to leave unsafe aircraft: "A representative of the Air Mobility Command, the Military Traffic Management Command, or other such agency as may be designated by the Secretary of Defense (or if there is no such representative reasonably available, the senior officer onboard a chartered aircraft) may order members of the Armed Forces to leave the chartered aircraft if the representative (or officer) determines that a condition exists on the aircraft which may endanger the safety of the members." Representatives of AMC include, but are not limited to, DoD Air Carrier Survey Team members, contracting officers, contract administrators, QAE, AMC ramp inspectors, and their superior officers.

23.6.1. At military terminals, the squadron/port operations officers, in conjunction with the senior maintenance officer and carrier representatives, will thoroughly investigate each Allegation of unsafe aircraft condition and determine if the aircraft is unsafe. At commercial gateways, the detachment superintendent, in conjunction with the Federal Aviation Administration (FAA) and carrier representative, will thoroughly investigate each Allegation of unsafe aircraft and determine if the aircraft is unsafe. In All cases, if the aircraft is determined to be unsafe, the carrier is responsible for providing for passenger needs as stated in the contract until such time as the unsafe condition is removed or until other action, as appropriate, has been taken. Aircraft with maintenance discrepancies can be certified for flight by FAA licensed mechanics only. The squadron/port operations officer or detachment superintendent will contact the nearest AMC command post as soon as possible and request they forward a beeline report to AMC.

23.6.2. If a passenger refuses to board any aircraft that has not been determined unsafe, remove the passenger from the manifest and return their baggage. If the passenger is space required refer them to their service representative. If a service representative is not available, contact the nearest TMF/ITO/PTO of the member's service for instructions. If the passenger is space available, follow procedures outlined in this volume. Under no circumstances will AMC passenger service personnel force a passenger to board an aircraft against their wishes.

23.7. Passenger Terminal Security. AMC policy is to prevent entry of unauthorized weapons or explosives into the Defense Transportation System. Personnel involved in All phases of passenger terminal operations must be keenly aware of any unusual conduct of persons within the terminal and alert to the possibility of concealed explosive devices or weapons.

23.7.1. **Purpose.** This section outlines procedures for the inspection of passengers, baggage, and hand-carried items prior to boarding DoD owned or controlled aircraft.

23.7.2. **Administration.** The port/squadron operations officer is responsible for the administration of all aspects of the air terminal security program.

23.7.3. **Signs.** Post AMCVA 24-5, *Advice to Passengers*, AMCVA 24-3, *Federal Safety and Security Inspection Rules*, and AMCVA 24-6, *Not A Joking Matter*. These visual aids will be displayed in passenger terminals to inform passengers that false statements about hijacking, bombing, or carrying concealed weapons are a violation of federal law.

23.8. Metal Detecting and X-Ray Equipment. HQ AMC will monitor the operation and maintenance of All metal detecting and X-ray equipment. The passenger service officer is responsible for general upkeep and routine servicing of the metal detecting equipment in accordance with the operating manual. If the local Precision Measurement Equipment Laboratory (PMEL) is unable to maintain the X-ray equipment, use contract maintenance. Each unit assigned an X-ray machine will maintain a copy of TO 33B3-3-17-, Radiographic Inspection System or the prescribed operator's manual.

23.9. Passenger service personnel will operate metal detecting devices and X-ray equipment. Personnel will not be assigned/operate the X-ray equipment for more than 1-hour intervals. Personnel selected to operate/adjust metal detecting and X ray equipment must receive operating procedure training before achieving fully qualified status.

23.9.1. Individuals certified to operate and/or adjust the equipment will have an AF Form 1098, **Special Task Certification and Recurring Training**, prepared and placed in their AF Form 623, On-The-Job Training Record, in accordance with AFI 36-2201, *Developing, Managing, and Conducting Training*. Notify HQ AMC/DOTA for training assistance.

23.10. Prepare directives in accordance with AFI 37-160, volume 1, *The Air Force Publications and Forms Management Programs-Developing and Processing Publications*, outlining unit-training procedures for each type of metal detecting or X-ray equipment assigned.

23.11. Qualified operators must be available during all hours that the equipment is in service.

23.12. Metal detector adjustment test:

23.12.1. The individual conducting the adjustment must remove excess metal objects or any items containing tinfoil prior to walking through the walk-through station. The individual will wear the service dress/uniform with ribbons and should retain such items as glasses, pens, pencils, small key chains, pocket change, and wristwatch. Test the device at least weekly to assure there is no undetected deterioration. Record the date/time and whether the machine operated satisfactorily. Maintain this record for at least 30 days.

23.12.2. The individual should then follow manufactures instructions for completing the sensitivity adjustment/test using the AMC standard calibration mass. Manufacture's instructions specifying the use of a supplied adjustment/calibration mass may be used instead of the AMC standard calibration mass (see attachment 16).

23.12.3. The magnetometer may be turned off when not in use; however, when reactivating, Allow 5 minutes for any needed warm-up period to prevent erratic sensitivity readings.

23.13. **Radiation Protection Requirements:**

23.13.1. Each passenger service OIC/NCOIC will request the local bioenvironmental engineering service accomplish an evaluation on their X-ray machine. Based on the results of the evaluation, requirement for the use of Thermal Luminescent Devices (TLD) by X-ray machine operators is left to the discretion of the radiation protection officer (RPO) of the local medical facility.

23.13.2. Store TLDs when not in use. The bioenviromental engineering service of the local medical facility must approve the storage area.

23.13.3. An annual on-site check by the bioenvironmental engineering service is required on All X-ray machines. This check must include measurement of radiation scatter or leaks.

23.13.4. Brief each female assigned as an X-ray machine operator that an unborn child is particularly sensitive to adverse effects from exposure to ionizing radiation. Record this briefing on AF Form 1098 and place it in her AF Form 623 in accordance with AFI 36-2201. Immediately remove from X-ray duty any female who suspects she is pregnant. A suspected pregnancy must be evaluated immediately by a competent medical authority and, if confirmed, the individual and her working environment must be evaluated by the base Radiation Protection Officer (usually located in the bioenvironmental engineering section of the base medical facility) to see if she can continue as an X-ray operator. The passenger service OIC/superintendent will temporarily remove a confirmed pregnant female from X-ray duty as recommended by the medical authority's evaluation.

23.14. **Duress Alarm System.** Install a duress alarm system linking the security police facility and the passenger terminal inspection area check-in counters and other areas as determined by the squadron/port operations officer. The activating device (button/switch) must be out of public view to allow personnel monitoring/performing inspections to activate the alarm unnoticed. Portable activators may also be worn on the belt to increase the inspector's flexibility. Develop and prepare directives in accordance with AFI 37-160, volume 1, for operating and monthly testing of the system.

23.15. **Inspection of Checked Baggage.** Passenger service personnel may accept checked baggage without prior inspection. The aircraft commander/captain (for commercial carriers) will make the final decision to download no-show passenger baggage or baggage of passenger(s) who are removed from the aircraft. Passenger check-in agents will place the passenger's line number (i.e., line #100, 1 of 2, 2 of 2, etc.) on baggage tags to expedite the location and possible removal of baggage in the event of a gate no-show. During THREATCON Charlie, security police should be summoned to provide bomb dog assistance for checked baggage. These checks should be done out of view of passengers once the bags have been accepted by baggage services.

23.16. **Special Inspection Procedures:** Specific personnel are exempt from antihijack inspections due to the nature of their duties or travel status. In these cases, silence the metal detector as the individual passes through.

23.16.1. Passenger service personnel working in the terminal antihijack inspection station authorized in writing by the port/squadron operations officer may bypass the security checkpoint when performing those duties.

23.16.2. Secret Service, FBI, military special investigative personnel, military security police or local law enforcement officials, and drug enforcement officials who are supporting an administrative airlift movement may, on presentation of appropriate personal identification, bypass the security checkpoint.

23.16.3. At en route stops, do not reinspect passengers who remain in the sterile area.

23.16.4. Exclude integral groups/teams from on requirements when traveling on an aircraft dedicated for their prime use. A representative of the group/team (normally the senior member) will certify members of the group/team are not carrying illegal weapons or unauthorized hazardous materials on both aircraft copies of the manifest and the passenger terminal copy.

23.16.5. The aircraft commander or designated representative will ensure "direct to aircraft passengers" (such as DVs traveling on administrative aircraft) comply with the intent of antihijack requirements. Retain a copy of the "direct to aircraft" manifest, although it need not be certified. Handle passengers not in the DV party but traveling on the same aircraft.

23.16.6. Escorts, Couriers, and Guards. Escorts, couriers, and guards identified in paragraph 26.3.1. through 26.3.3. transporting classified material are not subject to antihijacking inspections.

23.16.7. Mobility/contingency/joint airborne air transportability training exercise personnel movements. Passengers traveling in this status are not subject to inspection requirements of normal channel traffic. Further guidance is provided in AFI 10-403, *Deployment Planning*, and AMCI 24-101, Volume 23, *AMC Aerial Port Mobility/Aerial Port Mobility Flights*.

23.16.8. Our greatest deterrent to terrorism is our people and their increased knowledge of security procedures. All personnel assigned to the passenger terminal/commercial gateway will annually review computer based training (CBT) program module number 60530003, "Terminal Security/Antihijacking Inspection Procedures."

23.16.9. The squadron/port operations officer will use attachment 15 to ensure that passenger and cargo terminal security procedures enhance overall security.

24. Manifesting Procedures:

24.1. DBOF-T Manifests. Records/reports produce DBOF-T manifest for DBOF-T updating. Supporting documents (i.e., AMC Form 53 and DD Form 1382, Flight Certificate) may be filed separately from your final DBOF-T manifests; however, they must be cross-referenced and shown on your files maintenance and disposition form. Refer to AMCI 24-101, Volume 6, *Transportation Documentation Data, Records and reports*.

24.2. Manifest Distribution. Records/reports computer operations will forward one copy to the Revenue Traffic Data Processing Center (RTDPC). At SPRACS stations, final DBOF-T updating and sending to DAO-DE SC/FC is done by the records section via SPRACS. Send any special account handling documentation directly to the RTDPC in two copies. If unable to resolve at the RTDPC, forward to DAO-DE SC/FC. SPRACS stations will forward special account handling documentation directly to DAO-DE SC/FC. Ensure all documentation contains the manifest number/reference. Refer to AMCI 24-101, volume 6, *Transportation Documentation Data, Records and Reports*.

24.3. When an aircraft arrives without a passenger manifest take the following steps:

24.3. 1. Make a thorough search of the aircraft to verify nonreceipt of manifest.

24.3.2. Complete a DD Form 2131, **Passenger Manifest**, with passenger and mission information.

24.3.3. ATOC will contact the manifesting station by telephone to obtain necessary manifest header information and request appropriate manifests be sent.

24.4. Aircraft Aborts. If an aircraft aborts and later departs the same day, information control will notify the PSC of any changes and make necessary changes to the header information on the boarding manifest. If the manifest has already been forwarded to records/reports, inform them of the change. If the mission aborts and cancels, the PSC will reenter the passengers into the backlog under their original date/time of sign up. Records/reports will cancel the DBOF-T manifest.

24.5. Prohibited Information. Security requirements on some missions may prohibit providing names or SSANs of passengers to the passenger check-in office. In such cases, the user may provide a signed statement indicating the number of passengers aboard and the agency maintaining the list of passenger names, and acknowledges responsibility for any border clearance requirements. Passenger service dispatch will forward this information for any border clearance requirements. Passenger service will also forward this information to data records. This document is sufficient to complete the RCS: AMC-DOR (M&Q) 7107 Report.

25. Delayed, Overflowed, or Diverted Flights:

25.1. General. When flights are delayed or do not arrive as scheduled, the shift supervisor should announce the delay over the public address system and provide periodic updates. Announcements should include (but are not to be limited to) the reason for delay and new departure time. The squadron/port operations officer will ensure the ATOC aggressively seeks complete information from the controlling agency; however, the responsibility remains with passenger service to become actively involved in obtaining and/or providing accurate and timely information to delayed passengers. Keep flight information systems updated with current estimated departure/arrival times and passenger show times. Provide maximum assistance as possible to all delayed passengers (see decision table, attachment 30).

25.2. Self Removal. If an aircraft goes into delay at originating stations, manifested passengers may elect to remove themselves from that mission and reenter the backlog at the original date and time of sign-up for any of the destinations for which they were originally signed up. If an aircraft goes into delay at intransit stations, manifested passengers may elect to remove themselves from that mission and reenter the backlog at the original date and time of sign-up for their specified manifested destination.

25.3. Delayed Category B Flights. Refer to AMCR 76-9 for detailed specifications relative to delayed passenger care, and establishment of blanket purchase agreements (BPA) to obtain quarters and transportation.

25.4. Memorandum of Understanding for Support Service Members on Delayed DBOF-T Aircraft. Provisions of this document are applicable to members of the Armed Services where the services have directed group/unit moves on orders that do not authorize individual travel or per diem while traveling on special assignment airlift missions (SAAMS) (see attachment 10).

26. Firearms and Ammunition:

26.1. Acceptance. Except where restricted by regulations of a foreign government, personnel may transport unloaded firearms and ammunition (in limited quantities) as checked baggage.

26.1.1. Passenger agents will not knowingly permit any person to transpose or tender for transport, a loaded weapon in/as checked baggage (14 CFR 108.12).

26.1.2. Passenger agents will not knowingly permit any person to carry a firearm in checked baggage unless the passenger declares to the agent that any firearm carried in their checked baggage is unloaded. The firearm will be carried in a container considered appropriate for air transportation (14 CFR 108.12). Further, the passenger agent (Military Customs Inspector, if available) will verify the presence of the weapon(s). They will check the weapon's serial number against the accompanying documentation when required by the DoD Foreign Clearance Guide.

26.1.3. When the firearm is other than a shotgun, rifle, or other firearm normally fired from the shoulder position, the baggage in which it is carried must be locked and only the passenger checking the baggage retains the key or it will be provided handling in accordance with AMCI 24-101, Volume 6.

26.1.4. Small arms ammunition in quantities less than 11 pounds gross weight may be carried within a passenger's checked baggage provided it is in the manufacturer's original package or securely boxed (49 CFR). This excludes ammunition with explosive or incendiary projectiles.

26.1.5. Firearms will not be accepted as checked baggage unless packed in a suitable container, i.e., suitcase, gun case (14 CFR 108.12).

26.1.6. Baggage containing firearms/ammunition will not be marked in any way to identify the contents.

26.1.7. Except when authorized, no passenger will be permitted to hand-carry firearms/ammunition to, from, or aboard an aircraft (see below).

26.2. Personnel Authorized to Carry Firearms. Only in unusual circumstances will personnel be allowed to hand-carry firearms on commercial charter aircraft. The squadron/port operations officer/detachment commander/superintendent will judge each request on a case-by case basis.

26.11. All personnel authorized to carry weapons while acting in an official capacity while aboard military aircraft (couriers, guards accompanying prisoners, State Department couriers, escorts, official Defense Courier Service (DCS) couriers, positioning/depositioning AMC crewmembers, and federal law enforcement officials, including the Office of Special Investigations (OSI), Criminal Investigation Department (CID), Naval Investigative Service (NIS), Federal Bureau of Investigation (FBI), and the US Secret Service) must advise passenger service personnel of this fact during processing.

26.12. Passenger service personnel will notify ATOC by name and status when these passengers will be boarding with firearms.

26.2.3. The ATOC is responsible for advising the commander or representative that passengers will be boarding with firearms. At commercial gateway operations, the QAE representative is responsible for advising the aircraft commander or representative that passengers will be boarding with firearms.

26.3. Personnel Authorized to Carry Loaded Firearms:

26.3.1. State Department couriers so identified by diplomatic passport and DCS couriers possessing DCS Form 9, **Defense Courier Service Identification Card**, may carry a loaded weapon aboard military aircraft when such members have been designated as security guards.

26.3.2. Passenger(s) selected by DCS to perform courier/guard duties must pass through an antihijack inspection conducted by passenger service personnel prior to departing the passenger terminal with DCS personnel.

26.3.2.1. These passengers may fly with AMC along specific routes. Couriers will present a passport and a courier letter with photograph to the passenger service processing agent. Couriers are authorized unlimited baggage but will produce travel orders for any baggage in excess of two pieces on each leg segment

26.3.2.2. Designated Couriers for Classified Material (DoD, Component, and Individual Couriers). These passengers may fly aboard military/commercial airlift when the following is accomplished in accordance with DoD 5200.1-R/AFI 31-401, *Managing The Information Security Program*.

26.3.2.3. Courier has a designated courier authorization letter in accordance with DoD 5200.1R/AFI 31-401. All classified material is properly packaged, in accordance with DoD 5200.1-R/AFI 31-401.

26.3.2.4. Classified material which is packaged or sealed in an envelope may be examined by X-ray machine, flexing, feel, weight, etc., as long as the packages themselves are not opened.

26.3.3. Properly identified federal law enforcement officials may also carry loaded weapons aboard military aircraft. Proper identification presented by civilian federal law enforcement officials will suffice as authority to carry weapons. When these personnel are carrying weapons in the checked luggage it is not necessary to physically inspect weapons and verify the serial number with the documentation. The FAR does, however, require an oral declaration that the weapon is unloaded.

26.3.4. At military terminals, personnel identified above will not be required to pass through magnetometer checks as required by this regulation. A passenger service representative will send these personnel directly to the loading area. At commercial gateway operations, the passenger service agent will coordinate this through airport security personnel.

26.4. Special Provisions:

26.4.1. Positioning/depositioning AMC aircrew members traveling in ACM status and on presentation of flight orders and AF Form 523, **USAF Authorization to Bear Firearms**, may carry an unloaded weapon aboard an AMC organic aircraft. It is the responsibility of the aircrew member involved to temporarily relinquish all ammunition to the custody of the aircraft commander or representative after boarding the aircraft and until arrival at the destination.

26.4.2. Couriers and escorts not associated with either DCS or the State Department and who are authorized to carry weapons as stated in their orders will be required after boarding the aircraft to temporarily relinquish both weapons and all ammunition to the custody of the aircraft commander or representative until arrival at the destination. This requirement also applies to armed guards accompanying prisoners.

26.4.3. Personnel identified above will not be required to pass through magnetometer checks. Procedures will be the same as stated in paragraph 26.3. All weapons will be cleared of ammunition prior to their release to the

custody of the aircraft commander or representative. Weapons will not be cleared within 50 feet of any parked aircraft.

26.5. SAAMS, Joint Airborne Exercises, and missions in support of contingency plans. Troops may carry unloaded weapons aboard the aircraft. Clips/magazines must be removed from the weapons, bolts must be removed, and flag safety devices on. Refer to AFJMAN 24-204, *Preparing Hazardous Materials for Military Air Shipments*, Chapter 3, for small arms ammunition, explosives, and other hazardous materials. The contents of this paragraph apply only to military aircraft.

26.6. Carriage of Weapons on Commercial Aircraft. In accordance with 14 CFR 108.12, the carriage of weapons in the passenger compartment aboard commercial aircraft is authorized. The following provisions to this authorization apply only to SAAM/exercise/contingency operations that specify the carriage of weapons aboard commercial aircraft in the OPLAN or mission directive:

26.6.1. The total cabin load of the aircraft is under the exclusive use by US military forces.

26.6.2. No firearms are loaded and all bolts to each firearm are removed.

26.6.3. All individuals carrying weapons will stow the weapons flat on the floor under the seat in front of them. Other gear will be stowed either under the seats or in the overhead compartments. Any excess gear will be stowed in the lower deck baggage compartment.

26.6.4. An individual's issue of hazardous materials will be boxed or crated (in accordance with 49 CFR) and certified for shipment using appropriate shipper's declaration for dangerous goods and stowed in the forward baggage compartment. Prior to authorizing the above, HQ AMC/DOK must be contacted to make arrangements with the commercial carrier concerned. The commander/captain or designated representative will be briefed on the hazardous material prior to loading.

27. Dispatch:

27.1. Dispatch. Maintains current information on all aircraft arrivals/departures. Receives mission set-up and seat release. Controls the dispatch of vehicles to pick up and deliver passengers to/from aircraft. Advises passenger ground services of requirements for baggage pickup/delivery and requirements for passenger powered/nonpowered loading ramps. These duties are performed by the QAE representative or shift supervisor at commercial gateways.

27.2. Prepares the flight package consisting of a passenger mission setup folder (AMC Form 229, **Passenger Service Flight Folder**)(attachment 7)), seat selection charts, DD Form 2131 or AMC Form 165, and/or premanifest supplied by the Passenger Service Center. Assigns manifest number/reference at non-SPRACS stations. Manifest number/reference is generated automatically at SPPACS stations. Manifest numbers/references are constructed in accordance with AMCI 24-101, Volume 6, at non-SPRACS stations.

27.3. Flight setup at SPRACS Stations. The PSC will accomplish the flight set up at SPRACS stations. At commercial gateways the contractor will accomplish all flight setup requirements. Dispatch will pass all appropriate information and changes to the PSC and passenger processing shift supervisor, as applicable. The flight controller will review the premanifest, check for special category passenger codes, and pass requirements to the shift supervisor. At SPRACS stations, the PSC will review the premanifest, check for special category passengers, and pass requirements to the passenger processing shift supervisor.

27.4. Passenger check-in agents will be available to begin processing scheduled flights at least 4 hours prior to a scheduled departure.

27.5. Offering Meals. Determine if meals will be offered and type/quantity.

27.6. Tentative Meal Order. Information control/dispatch will make every effort to furnish the in-flight kitchen/fleet service a tentative list of meal requirements at least 2 hours prior to scheduled block time. The tentative order should be a realistic approximation based on historical data and estimated passenger load.

27.7. AMC Form 162, **Inflight Meal Supplement Worksheet**. Primarily, use information contained on AMC Form 162 to control meal count on organic missions. Complete the information located on the top portion of the form on receipt of flight setup from dispatch; i.e., mission number, type aircraft, aircraft number, and departure time. Make tentative meal order at this time. Annotate in-flight kitchen and fleet service initials, time tentative order placed, and pickup time accordingly.

28. **Baggage Services**. Processes unclaimed, damaged, pilfered, rush, and mishandled baggage. Assists passengers in filing lost baggage claims. Arranges for the delivery of lost baggage to passengers (see AMCI 24-101, Volume 15).

29. **Ground Services**. Passenger ground services processes originating, interlined, and terminating baggage. Operates baggage handling equipment and powered/nonpowered passenger loading ramps.

30. **Passenger Service Facilities:**

30.1. Dependent Lounges: Many of our passengers are traveling with small children. For their convenience, a dependent lounge should be made available in military terminals. As a minimum, lounge furnishings will include baby cribs with sheets, soft chairs, a bottle warmer, refrigerator, and toys for children. The passenger service officer/superintendent is encouraged to solicit base family service volunteers for assistance. The lounge will be available to passengers with small children when the terminal is open. Reference Table of Allowances (TA) 758 to determine the terminal authorization for television sets and video tape players in the lounge.

30.2. Passenger Lounge. Passenger waiting lounges/lobbies are designated areas for passengers to await the final processing and boarding of their flights or for other personnel awaiting the arrival of aircraft in military terminals without a passenger boarding bridge, the lounge should be adjacent to sterile departure lounges. If your terminal has multiple departure gates, each will be numbered or distinctively marked. A video display monitor/flight status board will be located in the area to provide at least flight arrival and departure information. A television will be available to broadcast local programs or video tapes. Comfortable, sturdy chairs will be available in the area for passengers to await final processing. Reference TA 758 to determine the terminal's authorization for television sets and video tape players in this area. To assist passengers and reduce inquiries, time zone clocks should be placed in each terminal where practical.

30.3. Special Category (SC) Lounges. Special category lounges do not have manpower spaces authorized and will not be manned by passenger terminal personnel. However, lounges will be checked periodically to ensure they are comfortable and clean. Reference TA 006 to determine the terminal authorization for a television set in the lounge. In commercial terminals, some carriers may offer the use of their special category passenger lounge to AMC passengers.

30.4. Sterile Departure Lounge(s). To follow federal standards for antihijacking, each military terminal with a departure lounge will ensure the lounge is sterile prior to departing passengers' usage. Passengers who complete the antihijack check may await boarding in the lounge. Under no circumstances is a passenger to be held "prisoner" in the sterile area. This includes intransit passengers awaiting continuation of their flight. If passengers choose to leave the lounge, they will be informed of the scheduled boarding time. Passengers must take their boarding pass with them when leaving the lounge. The magnetometer will be manned whenever the lounge is open for passenger processing. During periods when there are no planned departures anyone may use the seating in the area. When outbound flights are being processed, only those passengers holding boarding passes will be allowed access to the sterile area. Where feasible, the lounge area should have drink, candy, and sandwich

machines, telephones for both on and off base, and restrooms. Commercial gateway operations conform to security requirements as specified by local commercial airport Authority and FAA regulations.

30.5. Passenger Terminal Check-In Counters. Passenger terminals must be able to provide expeditious service to all passengers, that is space required, space required walk-in, late arrival, and space available. Passenger check-in counters will be identified in a way to assist each type of traveler entering the terminal to proceed directly to the proper counter. Passenger Service Center or Customer Service Branch personnel will direct space required standby and space available passengers to the appropriate counter for processing after their selection for a flight. Each counter should be able to provide one-stop service. Also, each position will have a sign to indicate the position is open or closed. Do not restrict certain positions to particular passengers/flights unless expediting flight processing for short-notice seat releases or other situations as determined by the shift supervisor. To the maximum extent possible special category passengers will be processed in the military terminal special category lounge. See MOU attachment 11.

30.5.1. Place rope stanchions in front of check-in counters and Passenger Service Center/Customer Service Branch, if deemed appropriate, to ease passenger processing.

30.5.2. Counter positions should be secure from any unauthorized access. A baggage conveyor will be situated directly behind processing scales to allow easy transfer of baggage from the weighing scale to the conveyor belt **EXCEPTION:** At overseas locations where predeparture/preclearance customs inspections are being conducted, counters should be situated in a way to allow passengers to check in and easily move baggage from the counter to customs inspection counters.

30.6. Passenger Arrival/Baggage Claim Area. Each international military passenger terminal should set up passenger arrival positions to allow the passenger to clear immigration requirements immediately on arrival. These positions should be recessed in the lounge.

31. Uniform Policy:

31.1. Uniform wear is controlled by dress and appearance regulations of the services, not by AMC passenger agents. AMC passenger agents will not enforce uniform wear. AMC or contractor personnel should not deny travel, instruct passengers to put on a uniform, nor send them to a service representative. Service representatives can enforce uniform wear if they choose, provided they do not interfere with the handling of the flight and are not in the processing area. Baggage will not be returned to personnel after check-in is completed.

31.2. Terminal personnel will get involved only if the traveler is dressed in inappropriate attire (torn, dirty, or tattered clothing, etc.) or if terminal personnel suspect fraudulent travel. Also, they will be involved if wearing of the uniform is prohibited in accordance with the DoD Foreign Clearance Guide or restricted travel advisory message. Terminal personnel must use the utmost tact, diplomacy, and common sense.

31.3. Passenger Service Identification Badges. To easily identify a passenger service representative, each passenger agent and supervisor will wear a passenger service badge below the nametag; a badge, may be attached to the pocket with a clip-on device. The badge will not be worn on the blue pullover sweater. Commanders may authorize the wear of Passenger Service Badges on BDUS. Passenger service badges will be worn only while on duty. Each badge is to be 3 inches wide, 2 inches high, and made of the standard nametag material. The agent's badges are blue, unless the agent is a shift supervisor, whereupon it is red. The blue badge reads: "AMC Passenger Service Agent," while the red badge reads: "AMC Passenger Service Supervisor." On personnel transfer, badges will be turned in during out-processing. The passenger service officer also wears the red identification badge while on duty (reference AFI 36-2903, *Dress and Personal Appearance of Air Force Personnel*, AMC supplement).

Section E-Funds Accounting/Meals/Refunds

32. Funds. Normally, traffic moved on DoD-owned or controlled aircraft will be on a credit basis; however, there are instances when reimbursement for travel is by cash. Orders or other supporting documents authorizing cash travel will state travel may be performed at the US Government Department of Defense (DoD) user channel tariffs/US Government non-Department of Defense (non-DoD) user channel tariffs (both of these rates are contained in AFR 76-11), or Foreign Military Sales (FMS), and non-US Government user channel tariffs (AFR 76-28). Any station having recurring cash transactions with the same customer will request DAO-DE SC/FC to place the customer on a credit basis.

32.1. Overages. Credit overages to the receipts of the day and not to the change fund (attachment 20, Example 3). Deposit only overages that cannot be traced to a passenger. Overages that can be identified to the passenger will be returned to and receipted by the traveler. The following procedures will apply:

32.1.1. Shortages. Any funds found to be short will be charged to the receipts of the day and not the change fund. All shortages will be bracketed on DD Form 1131, **Cash Collection Voucher**, and the same account classification used for the deposit will be used for the shortage (attachment 20, Example 2).

32.1.2. In cases when overages or shortages occur on a regular basis, the change fund custodian will follow procedures outlined in DoDFMR 7000.14 Vol. 5 (Disbursing Policy and Procedures).

33. Accounting Procedures. The cash accounting period will be for 24 hours, ending as determined by the passenger service officer in conjunction with the local base finance office. The meal accounting period will be determined by the passenger service officer in conjunction with the local food service officer. These accounting periods will be identified in passenger terminal operating instructions. Ensure written procedures are developed in accordance with AFI 37-160, volume 1, for collecting, accounting, safeguarding, and depositing all monies collected at operating locations (see attachment 18).

34. Cash Drawer Policy. Ensure each passenger counter position has a cash drawer equipped with a lock and key to afford one-stop passenger processing at each position. The inside of the drawer must be capable of accepting a removable money tray with a removable lid, which may be locked when it is removed from the drawer and secured. Each cash drawer will have two money trays assigned to permit timely rotation of passenger service personnel. (Example: If there are four counter positions, there must be four cash drawers and eight money trays assigned.) With multiple cash drawers and removable money trays, additional positions may be opened for passenger processing as workload dictates. Local management may use discretion on the number of money trays as long as service is not degraded. When counter positions are not in use, store the excess change funds in accordance with procedures in AFI 31-209, *The Air Force Resource Protection Program*, or appropriate service regulations. (Not applicable at commercial gateway operation locations.)

35. Change Fund Custodian. Designate an individual to be appointed as change fund custodian for the terminal complex in accordance with AFRI 77-101, *General Accounting and Finance Systems at Base Level*. The change fund custodian will follow the appropriate service's accounting/food service regulations. The custodian will:

35.1. Operating Funds. Get operating funds from the servicing Financial Services Office (FSO) as provided in DoDFMR 7000.14, Volume 5 and AF Forms 463 from the food service officer as provided for in AFI 34-401, *Food Service Management*.

35.2. Preparation of DD Form 1131:

35.2.1. Prepare DD Form 1131 in accordance with DoDFMR 7000.14 VOL.5. Verify if traveler previously made payment through the TMF prior to preparing DD Form 1131. Normally, the TMF/ITO/PTO will collect required funds at time of reservation confirmation for cash reimbursable/circuitous and delay en route travel.

35.2.2. All monies collected by terminal/gateway personnel will be accounted for on DD Form 1131.

36. Deposits. Deposit all funds collected with the nearest military finance or disbursing officer or to a bank account designated by the military finance or disbursing officer (optional receipt format, attachment 28).

36.1. For monies deposited with an Air Force FSO, prepare DD Form 1131 in five copies. Forward an advance copy signed by the receiving office to DAO-DE SC/FC, 402 Scott Dr, Unit 1KI, Scott AFB IL 62225-5302. If any changes are made after the advance copy is sent, forward a corrected copy or notice of cancellation to DAO-DE SC/FC. Deliver the other four copies to the military finance office. One copy will be authenticated by the FSO and returned to the depositor. File the authenticated copy with the supporting documents in passenger service.

36.1.1. For monies deposited with a Navy disbursing office, prepare the NAVCOMP Form 2277 in nine copies. Distribution will be the same as in paragraph 36.1, except the Navy disbursing officer retains the original and six copies.

36.2. Money collected for meals, excess baggage, etc., may be made in:

36.2.1. US dollars.

36.2.2. Certified checks, cashier's checks, or bank drafts.

36.2.3. Traveler's checks.

36.2.4. Postal money orders or money orders issued by banks or other financial establishments.

36.2.5. Personal checks drawn on any US bank.

36.2.6. Credit cards.

36.3. Do not accept foreign currency.

37. Accepting Personal Checks:

37.1. Payable. Ensure that All checks are made payable to the FSO/NDO (name of station). A locally manufactured stamp will be provided for the passenger Ensure all checks have the following information:

37.1.1. Name.

37.1.2. Rank/Grade.

37.1.3. Social Security Account Number.

37.1.4. Military Organization (for active duty/DoD civilians).

37.1.5. Duty Station (for active duty/DoD civilians).

37.1.6. Place of Business/Location (for retired/civilians).

37.1.7. Home Address (required for all).

37.1.8. Duty/Business/Home Phone.

37.1.9. Provide a locally manufactured stamp (attachment 24, Example 2) for passengers.

37.2. Endorsed. Ensure all checks are endorsed at the time of acceptance with the following information: "Pay to the order of any Federal Reserve Bank or branch of General Depository for credit to the (organization) accounting and finance officer, (name of station, state) (date). This check is in payment of an obligation to the United States and must be paid at par NP (Net Proceed). Do not wire nonpayment US Air Force." Procure a locally manufactured stamp. Coordinate with the local FSO/NDO to ensure all required information is on the stamp.

37.3. Privacy Act. Display AFVA 12-1, *Privacy Act Notice to Patrons*, where the passenger and crewmembers fill out their checks. AFVA 12-1 is available through local PDO and should be used in conjunction with AF Form 238, **Privacy Act Statement to Patrons**.

38. Dishonored Checks:

38.1. General. Take immediate aggressive action to have a dishonored check redeemed or the deficiency corrected (see samples attachment 25). Procedures for processing dishonored checks can be found in AFR 170-24, *Airlift Services, Air Force Industrial Fund*, and AFR 177-102, *Commercial Transactions at Base Level (PA)*. Get additional assistance from your local FSO/NDO office.

38.2. If DD Form 139, **Pay Adjustment Authorization** (attachment 26), action does not produce payment, forward entire file to HQ AMC/DOJP for final resolution. If payment is made after transmittal file has been forwarded, send a message to HQ AMC/DOJP advising of this.

39. In-Flight Meals:

39.1. Authority. Requesting, issuing, handling, and control of in-flight meals will be in accordance with AFI 34-401 meals on commercial (CAT B) will be in accordance with AMCR 76-8 and as in this volume.

39.1.1. Require the unit/user being airlifted to collect money for meals prior to onload during deployment and redeployment phases. The troop commander or designated representative will turn monies over to the passenger service representative, along with a listing(s). The listing will contain names of all troops/passengers not on separate rations (group travel status) who are authorized to receive a government meal at no charge. The other listing will contain names of all troop/passengers on separate rations (per diem status or leave) who pay for their meals. Both listings will be certified by the troop commander/responsible individual for the mission.

39.1.2. If the originating station of the SAAM/Exercise does not have in-flight kitchen capability and meals are overpacked from another station, the passenger service representative will annotate the two listings provided by the troop commander/responsible individual for the mission with the following statement: Monies collected at (name of station). Meals overpacked at (name of station). (This information can be obtained from the loadmaster/boom operator and will be utilized by the change fund custodian when preparing DD Form 1131.)

39.1.3. Forward two listings to the in-flight kitchen attached to AF Form 463, for the business day. In-flight meal collections on VOLANT BANNER/SILVER missions will be in accordance with AFI 34-401.

40. Type Meals/Period for Meals. The type of meals to be made available for passengers on DoD military aircraft and when these meals will be offered is:

40.1. On all military passenger/dual configured missions (comfort pallet installed), serve precooked frozen/sandwich meals or snack meals. Passengers will not be given a choice of menus during passenger processing. Do not offer frozen meals on configured with side facing seats.

40.2. On all cargo missions/opportune airlift, serve sandwich meals or snack meals. Precooked frozen meals will not be offered unless precoordinated with ATOC and oven capability exists.

40.3. Passenger service will coordinate with the in-flight kitchen and select two menus to be used. Rotate the menu selected each week, if possible.

40.4. Offer more than two menus; i.e., one frozen, one box when the flight time or routing requires the serving of two meals between stations.

41. Meals Purchased by Contract Carriers. When flight meals are sold to contract carriers, follow these procedures.

41.1. Use a separate AF Form 463. Do not mix contractor transactions with normal military in-flight meal requests.

41.2. Make all purchases by cash or contractor checks only. Credit sales are not authorized. The flight kitchen will furnish meal prices.

41.3. The AF Form 463 used for such transactions will be clearly annotated near the center of the form, Meals Sold to Contract Carrier. In the type flight meal desired column, enter type meal ordered. In the reimbursable rates column, enter the appropriate costs (basic plus surcharge). Total meals and total cash columns are self-explanatory.

41.4. All monies collected from sales of in-flight meals to contract carriers will be deposited with the accounting and finance officer on a separate DD Form 1131.

41.5. Request assistance from the food service officer in completing DD Form 1131 with information pertaining to the meal surcharge collection as outlined in AFI 34-401.

42. Complimentary (DBOF-T) Snack/Beverage Service. Complimentary snack/beverages from flight kitchens (paid for by DBOF-T) will be provided to all passengers on a no charge basis and are intended to enhance passenger comfort during flight. Complimentary snacks are not intended to be provided in lieu of a meal.

42.1. Provide DBOF-T snacks for the following:

42.1.1. DBOF-T scheduled channel military passenger/dual configured/cargo missions.

42.1.2. C-141 aeromedical evacuation flights operating between the CONUS and overseas and within and between overseas areas.

42.1.3. Non-DBOF-T aircraft from the Air National Guard/Air Force Reserve when these are flying DBOF-T missions.

42.1.4. Any aircraft positioning for a SAAM/depositioning from a SAAM when seats are released for the movement of channel traffic.

42.2. The following complimentary beverages are authorized on all DBOF-T channel passenger-carrying missions:

42.2.1. Coffee, cream, and sugar.

42.2.2. Tea (hot or ice).

42.2.3. Milk.

42.2.4. Carbonated and noncarbonated beverages.

42.2.5. Fruit juices.

42.3. On other than DBOF-T channel missions, the following complimentary beverages are authorized on passenger carrying missions:

42.3.1. Coffee, cream, and sugar.

42.3.2. Tea (hot or ice).

42.3.3. Milk.

42.3.4. If coffee is required in cans or pouches, sugar and cream must be requested and entered as separate requirements on AF Form 463.

42.4. Complimentary snacks (paid by the DBOF-T) are not authorized on the following:

42.4.1. The 89 AW flights (SAAM).

42.4.2. Aeromedical evacuation flights (does not include C-141 aeromedical flights).

42.4.3. Flights within the CONUS.

42.4.4. SAAMs, except as noted in paragraph 42.1.4.

42.4.5. Other DoD aircraft providing opportune airlift to the DBOF-T.

42.5. Responsibility/Planning. The squadron/port operations officer at originating/turnaround stations is responsible for coordinating with the local food service officer/accounting and finance officer to establish procedures for obtaining complimentary snack/beverages. The squadron/port operations officer is responsible for determining the type and quantity of complimentary snacks/beverages to be served from the originating station and en route stations.

42.5.1. Base complimentary snack requirements on period of flight (morning, afternoon, evening), duration of flight, meal service availability, and other local controlling factors.

42.5.2. Develop complimentary snack menus based on food items normally stocked by the local flight kitchen. Buy items not normally stocked by the flight kitchen with concurrence of the local food service office.

42.5.3. Major meal items such as sandwiches, soups, or meat (fish or fowl) are not to be included as complimentary snack items.

42.5.4. Complimentary snack items not normally stocked and perishable items should be kept to a minimum. Examples of acceptable complimentary snack items are:

42.5.4.1. Peanuts.

42.5.4.2. Cookies (packaged).

42.5.4.3. Pastries (packaged).

42.5.4.4. Potato chips.

42.5.4.5. Corn chips.

42.5.4.6. Pretzels.

42.5.4.7. Crackers and cheese (packaged).

42.5.4.8. Candy.

42.5.4.9. Canned pudding.

42.5.4.10. Canned fruit cups.

42.6. Complimentary snacks/beverages placed on aircraft by originating/en route/turnaround stations are based on actual passenger loads. Place only creditable turn-in items on board aircraft for en route station passengers.

42.7. When en route/turnaround stations do not have complimentary snack beverages capability, the last station providing this service will overpack complimentary snacks/beverages for those stations. Base the quantity on the projected passenger load for those stations. Limit these complimentary snacks to creditable turn-in items.

42.8. Complimentary snack/beverage requirements for scheduled channel passenger/dual configured missions will tentatively be established based on scheduled passenger loads. Make periodic checks with the flight kitchen to determine the amount of unused items being returned so that requirements can be adjusted as needed.

42.9. Base complimentary snack requirements for DBOF-T military passenger/dual configured/cargo missions, including aircraft from the Air National Guard/Air Force Reserve, when these are flying DBOF-T missions, on the actual number of seats released.

42.10. When carbonated/noncarbonated beverages and fruit juices are authorized, put them onboard in the following quantities: Missions with in-flight duration of less than 5 hours-12 ounces of carbonated/noncarbonated beverage/fruit juice or a combination of both for each passenger, missions with in-flight duration in excess of 5 - hours will carry 18 ounces for each passenger

42.11. Quantities of other complimentary beverages will be as determined by the squadron/port operations officer. Where there is no passenger activity located, this determination will be made by the aircraft commander or representative.

42.12. The cost of complimentary snacks is to be limited to a maximum of 75 cents for each passenger. Complimentary beverages are not included in this limit.

42.13. Passenger service personnel will request the desired complimentary snacks/beverages from the flight kitchen for each mission based on the configuration of the aircraft. Adjustment should be made, based on experience of what is normally consumed on previous missions over the same route. Procedures for documenting the request are as follows:

42.13.1. Enter the request as a line entry on the same AF Form 463 used for in-flight meals (attachment 23). If required by the local flight kitchen, list DBOF-T purchases (snacks/beverages) on a separate AF Form 463.

42.13.2. Enter in column "D" the following statement: "Record in DBOF-T RC/CC XX4290." (Contact accounting and finance office for the RC/CC code which will replace the XX.)

42.13.3. At non-AMC bases with an AMC terminal activity, the squadron/port operations officer will ensure the host base budget officer, accounting and finance officer, and food service officer are furnished this regulation and, as an DBOF-T organization, is designated the billing point.

42.13.4. At bases where an DBOF-T funding activity is not available, the aircrew or passenger activity will identify the appropriate billing address for snacks/beverages required to support DBOF-T passenger airlift to the local in-flight kitchen. The correct billing address is the accounting/finance office of the aircraft's home station.

42.14. Presentation/Control. The aircraft loadmaster/boom operator will:

42.14.1. Offer a choice of complimentary snack/beverage items to all passengers aboard the aircraft.

42.14.2. Ensure all unused items are listed on an AF Form 129, **Tally In-Out**, and turned into the flight kitchen. Where there is an AMC fleet service, they will account for the unused items and turn them into the flight kitchen.

42.14.3. Ensure complimentary snacks/beverages are not consumed by aircrew or ground support personnel. They are provided for passenger consumption only. Stations originating snack and beverage service will provide the loadmaster/boom operator with two blank AF Forms 129 to facilitate turn in of unused items.

43. Overpacked Frozen In-Flight Meal Service for DBOF-T Channel Missions. When DBOF-T military scheduled channel passenger/dual configured missions require overpacking of frozen meals, the following procedures will apply:

43.1. Configuration. The ATOC will provide passenger service with the necessary information pertaining to configuration of the aircraft/number of seats available on the mission.

43.2. Passenger Service Will:

43.2.1. Request the number of meals to be overpacked from the flight kitchen. Base this request on the number of seats available on the mission and flying time.

43.2.2. Coordinate with ATOC/flight kitchen and adjust the meal request as required, with the experience factor on the number of meals normally consumed on previous missions over the same route.

43.2.3. Enter the overpack request as a line entry on the same AF Form 463 used for other meal requests (attachment 23).

43.2.4. At en route stations when overpacked meals are sold, provide the loadmaster/boom operator with one copy of AF Form 463.

43.3. In-Flight Kitchen Responsibilities:

43.3.1. Originating station/home station of the aircraft will:

43.3.1.1. Provide overpacked frozen flight meals/supplements for the number of passengers requested by passenger service.

43.3.1.2. Ensure all overpacked meals and supplements are inventoried and signed for by fleet service.

43.3.1.3. Pack meals in a suitable container(s) with dry ice in accordance with procedures in AFI 34-401. Seal and mark container(s) with the total number of meals.

43.3.1.4. Give the loadmaster/boom operator sufficient blank copies of AMC Form 305, **Receipt for Transfer of Cash and Vouchers** (attachment 19), in case monies collected have to be turned in to a flight kitchen other than the one at the home station. Obtain these forms through the local publication distribution office (PDO).

43-3.1.5. Provide the loadmaster/boom operator with your message address which will be turned into the terminating flight kitchen.

43.3.1.6. Get the following from the loadmaster/boom operator, when applicable:

43.3.1.6.1. Cash collected for flight meals. Provide the loadmaster/boom operator with a receipt (AMC Form 305).

43.3.1.6.2. A copy of AF Form 463.

43.3.1.6.3. A copy of the AMC Form 305 from the collection station.

43.3.1.6.4. All unused overpacked meal/supplements, including any meals which have thawed.

43.3.1.6.5. All turn-in receipts (AF Form 129) for unused/condemned meals/receipt for transfer of cash (AMC Form 305), if any meals or monies are turned into an en route flight kitchen/passenger service.

43.3.1.6.6. All transfer receipts between loadmaster/boom operators.

43.3.1.6.7. A message address of the flight kitchen that issued the overpacked meals.

43.3.1.6.8. A statement showing the number of meals confiscated by the Department of Agriculture, if applicable.

43.3.1.7. Deposit all monies received from the loadmaster/boom operator with the local FSO and file all support documentation for future audit trail.

43.3.2. En Route/Terminating/RON Stations:

43.3.2.1. Receive all overpacked meals turned in by the loadmaster/boom operator, which are still in a frozen solid state, to be returned for normal issue. Provide a receipt (AF Form 129) to the loadmaster/boom operator to be turned in to the aircraft home station.

43.3.2.2. Receive all overpacked meals turned in by the loadmaster/boom operator which have thawed. Request these meals be inspected by the base environmental health veterinary. Secure a certification of condemnation. Provide the loadmaster/boom operator a receipt (AF Form 129) to be turned in to the aircraft home station. This receipt should show:

43.3.2.2.1. Aircraft number.

43.3.2.2.2. Mission number.

43.3.2.2.3. Aircraft home station.

43.3.2.2.4. Total frozen meals turned in.

43.3.2.2.5. Total thawed meals turned in.

43.3.2.3. Receive all monies turned in by the loadmaster/boom operator for overpacked meals sold. Provide a receipt (AMC Form 305) to the loadmaster/boom operator to be turned in to the aircraft home station. This receipt should show the following information on the reverse side of the form:

43.3.2.3.1. Aircraft number.

43.3.2.3.2. Mission number.

43.3.2.3.3. Aircraft home station.

43.3.2.3.4. Station receiving the money.

43.3.2.3.5. Print the name of the flight Kitchen representative (signature will appear on the front of the form). The loadmaster/boom operator normally will have blank copies of AMC Form 305 provided by the home station in-flight kitchen. If needed, copies can be obtained from passenger service, the local PDO, or local FSO.

43.3.2.4. Receive a copy of AF Form 463 for meals sold at en route station.

43.3.2.5. Receive the message address of the originating in-flight kitchen from the loadmaster/boom operator.

43.3.2.6. Forward a message to the originating station confirming the receipt of monies and overpacked meals turned in.

43.3.2.7. Deposit all monies received from the loadmaster/boom operator with the local FSO. DD Form 1131 should contain the following statement: "Monies collected at (name of station). Meals overpacked at (name of station)." File all support documentation for future audit trail.

43.3.3. Loadmaster/boom operator duties:

43.3.3.1. Originating station/home station of the aircraft:

43.3.3.1.1. Sign for all overpacked flight meals and supplements delivered to the aircraft by fleet service. These meals will be already inventoried by fleet service and containers sealed and marked showing the total number of meals. Container(s) will not be opened again for inventory.

43.3.3.1.2. Obtain sufficient blank copies of AMC Form 305 from the flight kitchen.

43.3.3.1.3. Obtain the message address of the flight Kitchen that issued overpacked meals.

43.3.3.2. En route/turnaround station:

43.3.3.2.1. Contact passenger service.

43.3.3.2.2. Count cash/checks to be transferred.

43.3.3.2.3. Sign AMC Form 305.

43.3.3.2.4. Receive an envelope with the cash collection/one copy of AF Form 463 and duplicate copy of AMC Form 305.

43.3.3.3. Terminating Station/RON Station/Home Station of the Aircraft: Turn in to the flight kitchen those items listed in paragraph 42.5.4, when applicable. Where a crew change occurs and meals/monies are transferred from the inbound loadmaster/boom operator to the outbound loadmaster/boom operator, all meals/monies will be listed on a receipt and signed for by the outbound loadmaster/boom operator. The inbound loadmaster/boom operator will retain the signed receipt as proof of meals/monies transfer.

43.3.4. Procedures for selling/collecting for overpacked flight meals:

43.3.4.1. Air Force/Navy-operated terminals:

43.3.4.1.1. At stations having an Air Force accounting and finance office (FSO) Navy disbursing office (NDO), the passenger service representative at originating/en route/turnaround stations where meals are not available will:

43.3.4.1.1.1. Annotate the file copy of the passenger manifest with the following information: "Meals overpacked at (name of station)." This information can be obtained from the loadmaster/boom operator and will be used by the change fund custodian when preparing DD Form 1131.

43.3.4.1.1.2. Deposit all monies collected for in-flight meals with the local FSO/NDO. Prepare DD Form 1131 in six copies and include the following statement: "Monies collected at (name of station), Meals overpacked at (name of station)." Deliver all copies of DD Form 1131 to the local FSO/NDO where two copies will be authenticated, one will be retained as the passenger service file copy and the second will be sent to the food services office of the station having provided overpacked meals.

43.3.4.2. Stations without an FSO/NDO. The passenger service representative at originating/en route/turnaround stations where in-flight meals are not available will:

43.3.4.2.1. Count cash/checks and verify total collections against total receipts.

43.3.4.12. Complete AMC Form 305 in two copies. Enter the amount of cash/checks to be transferred. Have the loadmaster/boom operator sign AMC Form 305 accepting responsibility for the cash/checks.

43.3.4.2.3. Include at the bottom of each originating manifest: _____ paid meals, _____ no charge meals required for passengers on this manifest.

43.3.4.2.4. Place the cash collection, a copy of AF Form 463, and a duplicate copy of AMC Form 305 in an envelope. Turn it over to the loadmaster/boom operator to be turned in to the in-flight kitchen at the terminating/en route RON station.

43.3.4.2.5. Provide a copy of the manifest with "FREE/PAID/NONE" annotated as appropriate by each name on the manifest.

43.3.4.2.6. Attach the original copy of AMC Form 305 to cash collection receipts (AMC Form 148) and file the complete package in passenger service.

43.3.5. Storage of Unused Overpacked Meals Offshore. In order to avoid the destruction of flight meals due to United States Department of Agriculture (USDA) requirements, the overpacking station will develop written procedures for storing, controlling, and accounting for unused, overpacked in-flight meals offshore.

44. Overpacked In-Flight Meal Service for SAAMS/Exercise Missions. When set-up taskings require overpacked meals, the following procedures will apply:

44.1. HQ AMC TACC/XOOM. HQ AMC TACC/XOOM will put guidance in the original SAAM set-up message. Further, HQ AMC TACC/XOOM will ensure the unit/user is informed of the information.

44.2. AMC Terminals will require the unit/user being airlifted collect for meals prior to onload. . The user will turn monies over to the loadmaster/boom operator along with listing(s). One listing will contain names of all troop/passengers not on separate rations (group travel status) who are authorized to receive a government meal at no charge. The other listing will contain names of all troop/passengers on separate rations (per diem or leave) paying for their meal. Both listings will be certified by the troop commander/responsible individual for the mission.

44.3. Flight Kitchen Responsibilities:

44.3.1. Originating station/home station of the aircraft will:

44.3.1.1. Provide overpacked frozen meals and supplements for the number of troops/passengers listed by the operating directive/operation order for SAAMs/exercises.

44.3.1.2. Comply with paragraphs 43.3.1.2 through 43.3.1.6.8.

44.3.1.3. Receive listing(s) from the loadmaster/boom operator, one for troops/passengers not on separate rations (group travel status) who are authorized to receive a government meal at no charge, another for troops/passengers on separate rations paying (per diem status or leave) for their meal.

44.3.2. En route/terminating/RON stations will comply with paragraphs 43.3.2.1 through 43.3.2.7.

44.4. Loadmaster/Boom Operator Duties:

44.4.1. Originating station/home station of the aircraft:

44.4.1.1. Contact passenger service/in-flight Kitchen to inquire about overpacked in-flight meals.

44.4.1.2. Comply with paragraph 43.3.2.3.1 through 43.3.2.3.5.

44.4.2. Onload stations (pick-up point of SAAM/exercise):

44.4.2.1. Contact the troop commander/responsible individual for the mission.

44.4.2.2. Request listing(s) and monies collected for in-flight meals.

44.4.2.3. Count monies to ensure the total agrees with the number of passengers paying for their meals.

44.4.2.4. Issue a receipt (AMC Form 305) to the troop commander/responsible individual for the mission reliving that person of the responsibility for the monies collected.

44.4.2.5. Transport the monies received and the listing(s), and turn them in to the in-flight kitchen at the en route/RON/terminating station.

44.4.3. En route/terminating station:

44.4.3.1. Turn in all monies and listings received for in-flight meals and an overpacked meals and supplements not used, including thawed/spoiled meals, and the message address of the originating in-flight kitchen. Obtain a receipt for all items turned in to an en route station.

44.4.3.2. In the event an in-flight kitchen of another command refuses to accept monies/meals for turn in, report the name/rank of the in-flight kitchen representative, date, time of incident, and location of the in-flight kitchen through channels to HQ AMC/SVXF. In this case, the loadmaster/boom operator will retain the monies/meals and turn them in to the next available in-flight kitchen.

45. In-Flight Meal Schedule/Complimentary Snack/Beverage Service Charges.

45.1. Passenger service personnel and aircraft loadmaster/boom operators will use the following information as a guide to determine when flight meals are to be offered/charged to passengers on DoD aircraft and when complimentary snacks/beverages (paid by the DBOF-T) are to be served to passengers.

45.1.1. In-flight meal/complimentary snack/beverage service:

45.1.1.1. The following times (local times at originating/en route station of mission) constitute meal periods:

BREAKFAST	LUNCH	DINNER	MIDNIGHT
0600-0800	1030-1300	1530-1800	2300-0100

45.1.1.2. Offer in-flight meal/complimentary snack/beverage service based on the above times and nonstop mission segments specified below:

45.1.1.2.1. Snack meals may be offered at any time.

45.1.1.2.2. Segment less than 1+30-no meal. Complimentary beverages are served.

45.1.1.2.3. Segment 1+30 to 4-one meal if the flight extends over a meal period. Complimentary snacks/beverages are served.

45.1.1.2.4. Segment 4+01 to 7+00-one meal will be offered. Complimentary snacks/beverages will be served.

45.1.1.2.5. Segments over 7+01, covering two meal periods (as identified in paragraph 40.4) require two meals be offered. Segments over 7+01, that do not cover two meal periods, require only one meal. Complimentary snacks/beverages will be served.

45.1.1.2.5.1. Aircraft with a comfort pallet--two frozen meals (order two different meals; i.e., steak and turkey).

45.1.1.2.5.2. Aircraft without a comfort pallet--one sandwich meal and one operation ration meal-ready-to-eat (MRE), in-flight food (IF) packet, meal combat individual (MCI).

45.1.1.2.5.3. If a mission delays at originating, en route, or turnaround stations under 3 hours, use the original meal scheduled on departure. Advise travelers of the availability of ground feeding during the delay period.

45.1.1.2.5.4. Take care not to serve the same menu in succession; i.e., two breakfasts or two turkey dinners.

45.1.1.2.5.5. Serve frozen meals if oven (comfort pallet) exists.

45.1.1.2.6. Beverages: Coffee, tea, milk, and noncarbonated beverages will be available to passengers throughout each segment of each mission.

45.1.1.2.7. When an unusual flight schedule precludes meeting the above requirements, appropriate deviations may be approved by the squadron/port operations officer.

45.1.2. In-flight meal/snack meal charges:

45.1.2.1. All TDY personnel (officer/enlisted) receive Basic Allowance for Subsistence (BAS) except while in a "group travel status." "Group travel status" will be indicated in the remarks section of the TDY order. When TDY personnel are receiving per diem, all meals should be paid for. Personnel in a "group travel status" should be provided meals without charge.

45.1.2.2. All enlisted PCS personnel are automatically taken off separate rations once they depart their losing organization. Enlisted PCS passengers who order a meal will receive it at no charge; however, they will be charged for snack meal.

45.1.2.3. If an enlisted person is traveling in a pass status and orders a meal, he/she is authorized to receive a government meal at no charge providing the individual has a meal card in his/her possession. If he/she orders a snack meal, they will be charged.

45.1.2.4. The following information applies to crewmembers as well as passengers of all services:

TYPE OF TRAVELER	CHARGE FOR MEAL	CHARGE FOR SNACK MEAL
Officers PCS/TDY/Leave	YES	YES
Enlisted PCS/TDY/Leave	YES	YES
Officer, Enlisted TDY (Group Travel Status)	NO	NO
Enlisted on Pass Receiving Separate Rations (BAS)	YES	YES
Enlisted on Pass not on Separate Rations (BAS)	NO	NO
Dependents	YES	YES
Civilians/Foreign Nationals/Retired	YES	YES

45.2. The passenger service officer should consolidate the above information and have it available at each processing counter.

46. Refunds and Credits:

46.1. Refund Certificate. Before a refund can be made, the passenger service officer or designated representative will:

46.1.1. Complete the refund certificate on the passenger's copy of the AMC boarding pass/ticket

46.1.2. Give reason for refund and include any pertinent information; i.e., flight canceled. Refund \$_____ (meals), \$_____ passenger bumped off flight. Passenger changed from military to Category B; refund \$_____ (meals).

46.1.3. Have the passenger sign the certificate and surrender it for a refund.

46.1.4. Have the passenger sign the reverse side of AF Form 463, in addition to the refund certificate, when the refund is for meals. Complete the reason for the refund block on AF Form 463.

46.1.5. Sign the refund certificate approving the refund.

46.2. Refunds cannot be made out of the change fund. Use the business day's transportation receipts already set up at the register.

46.3. Transportation Refunds. Collection of transportation costs; i.e., cash reimbursable, and household pets is deposited to RC/CC 208592, 208594, and 208596 respectively at the FSO. Refunds for transportation transactions may be made only from the business day's transportation receipts. Do not refund in-flight meal transactions from the business day's receipts that will be deposited to RC/CC 208592, 208594, or 208596. (Ex: 97X4930.FD10 68 208592 C99 525300).

46.3.1. Transportation refunds may be made when the daily transportation receipts are sufficient and have not been deposited for the business day.

46.3.2. Refunds for reimbursable space required travel collected by passenger service may be made when the following situation occurs:

46.3.2.1. If travel is canceled after the passenger is processed.

46.3.2.1.1. Passenger will surrender his/her copy of the AMC boarding pass to passenger service.

46.3.2.1.2. Passenger service will pull the station copy of the AMC boarding pass and match it to the passenger's copy.

46.3.2.1.3. Refunds will not be made at local level to individuals canceling their travel at a location other than the location where the money was collected.

46.4. Meal Refunds. Collection for meals is deposited to account P562 at the FSO. Refunds for meals can be made only from the business day's receipts that will be deposited to account P562.

46.4.1. Passengers/aircrew members are entitled to cash refunds for meals purchased. Refunds may be made in accordance with AFI 34-401 for unopened meals that must be returned through no fault of the individual.

46.4.2. Arbitrary cancellation of meal order in flight is not permitted.

46.4.3. Refunds of the amount paid may be made at the originating/terminating station passenger terminal facility, any in-flight kitchen/US Air Force dining facility, or Air Force accounting and finance office.

46.4.4. Each refund of the price paid for a meal will be treated as a separate transaction on AF Form 463.

46.4.5. A crewmember must sign the reverse side of AF Form 463 for refunds associated with crew meal orders.

46.5. After the refund for on or meal has been made, the passenger processing agent will turn in the refund certificate to the shift supervisor for filing with all other supporting documents.

46.6. Standard Form 1049, Public Voucher for Refunds. When the refund, transportation, or in-flight meal cannot be made from the business day's receipts, the following procedures apply:

46.6.1. The passenger service officer or their designated representative will prepare a Standard Form (SF) 1049 in five copies (attachment 22). Complete the following blocks on the form:

46.6.1.1. Voucher Prepared: Name of the base making the refund and date.

46.6.1.2. US Department the FSO/NDO is under. (i.e., Department of the Air Force, Department of the Navy, Department of the Army).

46.6.1.3. To Address: Proper mailing address of the individual receiving the refund if payment is to be made by check.

46.6.1.4. Articles or Services: Give reason for refund. Include collection voucher number, date of deposit, name of passenger, station where money was deposited for transportation, meals, etc., if applicable.

46.6.1.5. Amount Deposited/Balance Due Depositor: Self-explanatory.

46.6.1.6. Complete statement at bottom of the form.

46.6.1.7. Signature on Form: Passenger service officer/designated representative signs all copies.

46.6.1.8. Title: Self-explanatory.

46.6.2. The original and three copies will be forwarded to the local FSO/Navy disbursing officer for payment to the traveler. The SF 1049 will serve as authority for the refund.

46.6.3. The fifth copy will be retained as the station file copy. Attach all supporting documents.

46.6.4. The person preparing SF 1049 will ensure a proper mailing address is on the form if payment is to be made by check.

46.6.5. The refund will be made from the same accounting classification used for collections/deposits.

46.7. Credits. When an arrival is delayed short of destination and for operational reasons will not continue to destination or will not continue within the required time frame of the passenger, every attempt will be made to send passengers to their final destination. When other means of transportation are arranged by AMC and passengers continue to their destination, no credit is allowed. When a passenger terminates the trip short of the destination, and onward transportation cannot be fulfilled within AMC resources, a credit for unused transportation will be allowed and the following will be accomplished by the passenger service officer:

46.7.1. On letterhead stationery, prepare certificate in quadruplicate as shown in figure attachment 27.

46.7.2. Forward the original, duplicate, and triplicate of the certificate and one copy of the appropriate incoming manifest to DAO-DE SC/FC, 402 Scott Dr, Unit 1K1, Scott AFB IL, 62225-5302. Retain quadruplicate for station file.

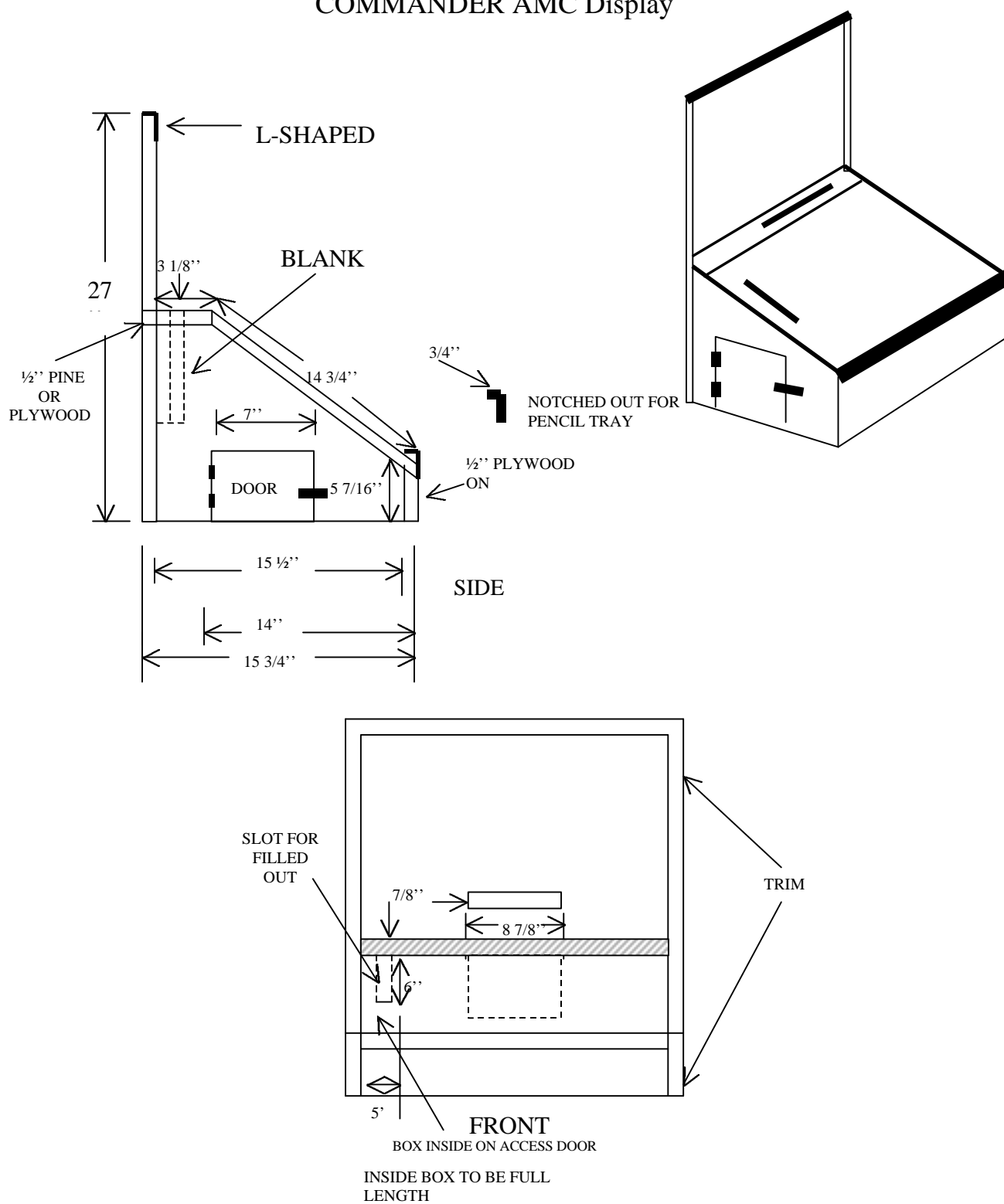
46.7.3. Notify the originating station of the termination action taken on the traveler in order for them to correct the manifest.

EDWARD F. GRILLO, JR., Major General, USAF
Director of Operations

RECOMMENDED PUBLICATIONS

- A1.1. DoD 4500.54-G, *DoD Foreign Clearance Guide*
- A1.2. DoD 4515.13-R, *Air Transportation Eligibility*
- A1.3. DoD 5030.49-R, *Customs Inspection*
- A1.4. AFR 4-20, Vol 2, *Disposition of Air Force Records-Records Disposition Schedule*
- A1.5. AFI 37-138, *Records Disposition-Procedures and Responsibilities*
- A1.6. AFR 75-2, *Defense Traffic Management Regulation*
- A1.7. AFR 76-5, *Policies and Procedures for Obtaining Passenger Reservations for DoD International Air Travel*
- A1.8. AFR 76-8, *Revenue Traffic Transported on DoD Aircraft other than Airlift Service, Industrial Fund (MAC)*
(will become AMCI 24-201)
- A1.9. AFR 76-11, *US Government Rate Tariffs*
- A1.10. AFR 76-28, *Non- US Government Rate Tariffs*
- A1.11. AFR 76-38, *Department of Defense (DoD) Common User Airlift Transportation*
- A1.12. AMCI 24-101, volumes 1, 2, 6, 10, 14, and 15, *Military Airlift*
- A1.13. AMCMAN 24- 101, volume 1, *Passenger Reservation and Manifesting System (PRAMS)*
- A1.14. AMC Channel Sequence Listing
- A1.15. JTR Vols. I and II *Joint Travel Regulation*
- A1.16. RCAPS Users' Manual
- A1.17. SPRACS Users' Manual
- A1.18. Travel Information Manual (TIM) Each passenger terminal maintaining a DoD Foreign Clearance Guide (FCG) for the purpose of performing border clearance can obtain this publication by contacting the local base library. The base library will order the publication in accordance with AFI 34-113. The pertinent information necessary for ordering is as follows: Name: (T.I.M.) Travel Information Manual; Subscriptions Dept., P.O. Box 902, 2130 EA Hoofddorp, The Netherlands

COMMANDER AMC Display



NOTE: INSIDE BOXES WILL BE MADE FROM $1/8$ " MASONITE & SIDE OF $1/2$ " PINE GUSSETS OR 1 " X $1/2$ " PINE FOR INSIDE FRAME REINFORCEMENT AT CORNERS

SPECIAL NOTE: EXTERIOR WILL BE WOOD GRAIN FORMICA OR A SUITABLE TYPE WOOD GRAIN FINISH.

AMC FORM 53, APPLICATION FOR AIR TRAVEL, INSTRUCTIONS

An AMC Form 53, when required, will be prepared as follows:

	ENTRY DESCRIPTION
1. PASSENGER NAME	Enter last name, first and middle initial of passenger. Positions 1-13.
2. GRADE	Enter code to indicate the military passenger. Positions 14-16.
3. SEATS RQR	Enter the total number of seats required. Positions 17-19.
4. SPC	When completing AMC Form 53 for space available passengers and request contains passenger(s) who fall within categories listed below, code as indicated; otherwise, leave blank. Position 20. A. Civilian (including retirees/dependants are not otherwise described) B. Civilian or military dependents who are close blood/affinitive relatives C. Military married to military H. Foreign national.
5. TVL ELIG	Leave blank. Position 21
6. ORIGIN	Enter the three-character APOE code for the station. Positions 23-25.
7. DEST	When the movement channel has been determined, enter the code of the AMC APOD to which service will be provided. Positions 26-28.
S. PRI	Enter the travel priority of the passenger. Position 29.
9. TYPE TVL	Enter the type of travel code. Positions 30-31.
10. SPON SVC	Enter codes for the branch of service and command sponsoring the travel. Positions 32-33.
11. MOVEMENT MONTH	Enter the month in which movement takes place Examples: Feb-02, Nov-11. Positions 34-35.
12. FLIGHT INFORMATION	When the passenger is selected for movement.
PREFIX	Enter the flight prefix. Positions 36-38
NUMBER	Enter the flight number. Positions 39-42.
SUFFIX	Leave blank if no suffix Position 43.
13. SCHEDULED DEPARTURE TIME	Enter local time for flight expressed by 24-hour clock. Positions 44-47.
14. CAT SVC	Enter the category of service code for the flight in accordance with attachment 5, this chapter.
15. LEAVE/PASS EXPIRATION	This field is used to denote one of the following dates (Julian date). Positions 49-51. a. Leave/pass expiration date. b. Space available register purge date.
16. FLT DEP DATE	Enter the GMT Julian date of the departing flight. Positions 52-54.
17. GROUP IDENTIFICATION (for space available passengers)	Enter the group identification code to identify the applicable space available register on which the passenger will be listed. Position 55
18. SPACE AVAILABLE CONTROL NUMBER	Enter the special account handling code (attachment 5). Position 56. Date: Enter the Julian date of sign up on the register. Positions 57-59. Time: Enter the local time of sign up on the register, using the 24-hour clock. Position 60-63.

19. SPACE AVAILABLE TRAVEL DESTINATIONS REQUESTED	Enter up to four countries and the -ALL- option. Positions 64-78.
20. TYPE TRANSACTION	Enter the type of transaction code (attachment 5). Position 80.
21. MANIFEST LINE NO	When passengers are selected for movement, enter the boarding manifest sequential line number assigned to each passenger. The same number will also be assigned to the passenger's boarding pass number. Line numbers need not be sequential to accommodate add-on duty and space available travelers. For example, line numbers may be 200 for booked passengers, 503 overbooked, 601 portbooked 706 space available, etc.
22. FLIGHT CODE	Enter the two-character flight code (SPRACS stations only).
23. PASSENGER WEIGHT	Enter the body weight of the passenger when required.
24. BAGGAGE WEIGHT	Enter total pieces/weight of baggage for this passenger.
25. PETS	Enter the total weight and number of pets, if applicable
26. LEAVE/PASS	Enter date leave/pass starts.
27. SSAN	Enter without using any prefix or suffix. For those passengers who do not have a SSAN, other unique identifiers, that is, passport number, may be used.
28. ATA NUMBER	Enter the complete ATA number of space required (DBOF-T only) passengers
29. CUSTOMER IDENTIFICATION CODE	For space required (DBOF-T only) movement: Enter the customer identification code (CIC).
ACCOMPANYING PASSENGERS	
30. LINE NUMBER	Enter the boarding manifest line number assigned to this accompanying passenger. This same number will also be assigned as the passenger's boarding pass number.
31. NAME	Enter the last name, first name, and middle initial for the accompanying passenger
32. SPC	Enter the special passenger code for dependent (see Item 4).
33. RELATIONSHIP	Leave blank.
34. TYPE TVL	Enter the type of travel code for this passenger (attachment 5).
35. PAX ID	For accompanied passengers, enter a unique number as a means of positive identification. Use the SSAN, if available. Otherwise, the visa and passport number or ID card number (DD Form 1173) may be substituted
36. PAX WT	Passenger weight
37. BAG WT	Enter total baggage pieces weight for this passenger.
38. AGE	Enter the age of accompanying dependents, except spouse.
39. SIGNATURE BORDER	Initialed by the preborder clearance representative. When preborder clearance is accomplished, the passenger is eligible for space available travel and is determined to be "travel ready." Signed by the passenger service processing agent when processing for a flight
40. SPACE AVAILABLE PASSENGER'S CERTIFICATION/DATE	Each space available passenger must sign this certification before she/he can be placed on the space available register.

AMC FORM 53, APPLICATION FOR AIR TRAVEL (PETS) INSTRUCTIONS**ENTRY DESCRIPTION**

1. Passenger name	Enter the last name, first name, and middle initial of passenger shipping the pet Position 1-13.
2. Grade/Title	Enter "pet"
3. Seats required	Enter zero.
4. SPC	Leave blank.
5. Travel eligibility	Leave blank
6. Origin	Enter the three-letter APOE code for the action. Positions 23-25.
7. Destination	Enter the three-letter APOD code for the destination station. Positions 26-28.
8. Priority	Enter travel priority of the passenger. Position 29
9. Type Travel	Enter the type travel code. Positions 30-31.
10. Spon SVC	Enter codes for the branch of service and command sponsoring the travel. Positions 32-33
11. Movement month	Enter the month in which movement takes place. Examples: Feb-02, Nov-11. Positions 34-35.
12. Flight information	When the pet is moved.
Prefix	Enter flight prefix Positions 36-38.
Number	Enter flight number. Positions 39-42.
Suffix	Leave blank if no suffix. Position 43.
13. Sceduled Departure	Enter the local departure time for flight expressed by 24-hour clock. Positions 44-47.
14. Cat SVC	Category of service.
15. Leave/pass expiration date	Leave blank
16. Flight departure date	Enter the GMT Julian date of the departing flight. Positions 52-54.
17. Group Identification	Leave blank.
18. Space available control number	Leave blank
19. Space available travel destination requested	Leave blank.
20. Type transaction	Leave blank.
21. Manifest line number	Enter the manifest line number starting with 001 for the first pet shipped
22. Flight code	Enter the two-character flight code (SPRACS stations only).
23. Passenger weight	Leave blank.
24. Baggage weight	Leave blank
25. Pets	Enter the total number and weight of pets, including cage.
26. Leave/pass	Leave blank.
27. SSAN	Leave blank.
28. ATA number	Enter total tariff collected.
29. CIC	Leave blank.
30. Line number	Leave blank.
31. Name	Leave blank.
32. SPC	Leave blank
33. Relationship	Leave blank
34. Type tvl	Leave blank
35. Pax ID	Leave blank.
36. Pax wt	Leave blank
37. Bag wt	Leave blank.
38. Age	Leave blank
39. Signature border clearance representatrve	Passenger agents sign this block indicating all pet documentation is available and complete.
40. Space available passenger's certification/date	Leave blank.

GLOSSARY OF CODES

- I. Category Service Provided Codes
- II. Type Standby/PRC Cancellation Codes
- III. Grade/Title Codes
- IV. Special Passenger Category Codes
- V. Account Handling Codes
- VI. Transportation Priority Codes
- VII. Type Travel Codes
- VM. Sponsor Service Codes
- IX. DV Codes
- X. Type/Series Codes

I CATEGORY SERVICE PROVIDED

CODE CATEGORY SERVICE

A	Category A
B	Category B
C	Regular/standard fare/CONUS commercial service (US flag carrier)
D	CONUS courier flight; regular scheduled commercial service
E	Aeromedical evacuation aircraft
F	Regular/standard fare international commercial service (US flag carrier)
G	Regular/standard fare commercial service (foreign flag carrier)
H	CONUS courier flight; commercial contract carrier aircraft
I	Not used
J	CONUS courier flight; military aircraft
K	Not used
L	AMC military (cargo)
M	AMC military (passenger or passenger/cargo) (programmed capability)
N	Air National Guard aircraft
O	Not used
P	AMC military (passenger or passenger/cargo) (unprogrammed capability)
Q	Not used
R	Air Force Reserve aircraft
S	Special Assignments Airlift Mission (SAAM) aircraft
T	Not used
U	Unscheduled non-DBOF-T (opportune) passenger or cargo aircraft
V	Not used
W	Travel cancellation
Z	Category Z

II. TYPE STANDBY/PRC CANCELLATION CODES

Use these codes to indicate the:

- a. "Type standby" classification of a duty standby passenger and/or:
- b. Reason a passenger's name was removed from the premanifest for a flight and/or:
- c. SPRACS stations will enter the appropriate code in the "RSN CODE" data field or the "TYPE

STNDBY" data field as appropriate.

CODE	TITLE	EXPLANATION
A	Duplicate Booking	Passenger has a duplicate booking; use this code to cancel one of their bookings.
E	Early Arrival	Personnel reporting to the APOE in advance of the reporting time designated in the travel order and who are accepted for movement on the first available aircraft.
F	Premanifest cancellation (by requesting activity or passenger)	Indicated cancellation request by a requesting activity (or passenger) received by PRC after the premanifest was forwarded to the reservation/passenger service check-in counter, and before flight close out time.
N	No-Show Passenger	A passenger, listed on the premanifest, who failed to report for a scheduled departure.
P	Passport Hold	Passenger delayed as a result of passport or visa irregularities.
W	Walk-In	A passenger traveling on a space required basis who arrives at the terminal without a confirmed reservation.
X	Flight	Passengers who reported for commercial movement on a scheduled flight which includes passengers on flights, which due to weather etc., were required to divert from the APOE.

III. GRADE AND TITLE CODES

ARMY

General	GEN
Lieutenant General	LTG
Major General	MG
Brigadier General	BG
Colonel	COL
Lieutenant Colonel	LTC
Major	MAJ
Captain	CPT
1st Lieutenant	1LT
2nd Lieutenant	2LT
Cadet	CDT
Officer Cadet	OC
Chief Warrant	CW5
Master Warrant Officer	MW4
Warrant Officer I	CW1
Warrant Officer Cadet	WOC
Command Sergeant Major	CSM
Sergeant Major	SGM
1st Sergeant	1SG

Master Sergeant	MSG
Sergeant First Class	SFC
Platoon Sergeant	PSG
Staff Sergeant	SSG
Sergeant	SGT
Specialist	SPC
Corporal	CPL
Private First Class	PFC
Private	PV2
Private	PV1

NAVY/COAST GUARD

Admiral	ADM
Vice Admiral	VAD
Rear Admiral (Upper Half)	RAD
Rear Admiral (Lower Half)	RAD
Captain	CPN
Commander	CDR
Lt Commander	LCD
Lieutenant	LT
Lieutenant JG	LJG
Ensign	ENS
Midshipman	MID
Warrant Office 1	CW1
Master Chief Petty Officer	CPM
Chief Warrant Officer	CW4, CW3, CW2
Senior Chief Petty Officer	CPS
Chief Petty Officer	CPO
Petty Officer First Class	PO1
Petty Officer Second Class	P02
Petty Officer Third Class	P03
Seaman, Fireman, Airman	SN, FN, AN
Apprentice	SA
Recruit	SR

AIR FORCE

General	GEN
Lieutenant General	LTG
Major General	MG
Brigadier General	BG
Colonel	COL
Lieutenant Colonel	LTC
Major	MAJ
Captain	CPT
1st Lieutenant	1LT
2nd Lieutenant	2LT
Flight Officer	FOI
Chief Master Sergeant	CMS
Senior Master Sergeant	SMS
Master Sergeant	MSG
Technical Sergeant	TSG
Staff Sergeant	SSG
Senior Airman	SRA
Airman 1st Class	A1C
Airman	AMN
Airman Basic	AMB
Aviation Cadet	AVC

Air Force Academy

Cadets	AFC
OSI Agents	OSI

MARINE CORPS

General	GEN
Lieutenant General	LTG
Major General	MG
Brigadier General	BG
Colonel	COL
Lieutenant Colonel	LTC
Major	MAJ
Captain	CPT
1st Lieutenant	1LT
2nd Lieutenant	2LT
Warrant Officer 1	CW1
Sergeant Major	SMG
Master Gunnery Sergeant	MGS
1st Sergeant	1SG
Master Sergeant	MSG
Gunnery Sergeant	GST
Staff Sergeant	SSG
Sergeant	SGT
Corporal	CPL
Lance Corporal	LCP
Private First Class	PFC
Private	PVT

DOD CIVILIAN EMPLOYEES

SES-1	ES1
SES-2	ES2
SES-3	ES3
SES-4	ES4
SES-5	ES5
SES-6	ES6
GS-18	18
GS-17	17
GS-16	16
GS-15	15
GS-14	14
GS-13	13
GS-12	12
GS-11	11
GS-10	10
GS-9	09
GS-8	08
GS-7	07
GS-6	06
GS-5	05
GS-4	04
GS-3	03
GS-2	02
GS-1	01
Wage Board Employees	WB

OTHER

Mister	1
Miss	2
Madame	3
Foreign Indigenous	F

DEPENDENTS

Dependent of DoD Civilians	CVD
Officer Dependents	OFD
Enlisted Dependents	END

INFANTS/IN-LAPS

Officer Infant	OIF
Officer In-lap	OIN
Enlisted Infant	EIF
Enlisted In-lap	EIN
Civilian Infant	CIF
Civilian In-lap	CIN
Foreign National Infant	FIF
Foreign National In-lap	FIN

FOREIGN NATIONAL MILITARY

FEN	Enlisted (Equivalent to US grades E-1 thru E-3)
FNC	Enlisted (Equivalent to US grades E-4 thru E-9)
FWO	Warrant Officer All
FCO	Officer (Equivalent to US grades 0-1 thru 0-5)
FCD	Officer (Equivalent to US grades 0-6 and above)

IV. SPECIAL PASSENGER CATEGORY CODES

CODES	EXPLANATION
A	Civilian (including retiree) and/or dependants (not otherwise described)
B	The request contains space available passenger(s) who are traveling on a space reimbursable status
C	Military husband traveling with military wife
H	Foreign National.
J	School Teacher.
K	School Key Official.
L	Handicapped Passenger
M	Active duty member traveling PCS to retirement point.
N	Active duty member traveling PCS to separation point
P	Prisoner.
Q	Support personnel traveling as passengers, who must remain with the aircraft
R	Armed escort(s) accompanying other passengers.
S	Board actions.
T	Identifies a military member who joined the armed forces in an overseas area and is on initial assignment to the CONUS for training.
U	Unarmed escort(s) accompanying other passengers.
W	Passenger (other than prisoner) being escorted by armed or unarmed escort.
X	Armed escort accompanying a special shipment being moved on the same aircraft.
Y	Person requiring more than one seat. Unarmed escort accompanying a special shipment being moved on the same aircraft

V. ACCOUNT HANDLING CODES

CODE	EXPLANATION
A	Identifies a passenger who is reimbursing AMC at the government (common user) rate, and on a credit basis.
B	Identifies a passenger who had been removed from a SAAM flight and is provided transportation on a channel traffic mission.
C	Identifies a passenger who is reimbursing AMC at the government (common user) rate and is paying cash.
D	Identifies a passenger who had been refused entry into a country due to failure to comply with border clearance requirements and is being returned to the nearest station where border clearance documents may be secured. This code should be displayed on the aircraft departure (boarding) manifest
E	Identifies an intransit passenger.
F	Identifies a passenger, previously determined to be a stowaway, who is being returned to point of origin. This code should be displayed on the aircraft departure (boarding) manifest
G	Identifies a passenger who is reimbursing AMC at the non-government (international) tariff rate and on a credit basis.

H	Identifies a space available passenger. This code will be displayed on the aircraft departure (boarding) manifest and as a prefix to the space available control number (sign-in date, sign-in time) for the passenger.
J	Identifies a passenger who is reimbursing AMC at the non-DoD federal agency tariff rate and on a credit basis.
K	Identifies a passenger who is reimbursing AMC at the non-DoD federal agency tariff rate and on a credit basis.
L	Identifies a passenger who is reimbursing AMC at the non-DoD federal agency tariff rate and is paying cash.

VI. TRANSPORTATION PRIORITY CODES

PRIORITY	REASON	CATEGORY OF TRAVEL
1	Emergency	Space Required
2	Urgent (deadline arrival)	Space Required
3	Urgent (important)	Space Required
4	All Other	Space Required
A	Category I	Space Available
C	Category II	Space Available
D	Category III	Space Available
E	Category IV	Space Available
F	Category V	Space Available
R	Category VI	Space Available

VII. TYPE TRAVEL CODES

1. Space Required:

CODE	TYPE TRAVEL
EA	Authorized or directed air travel of military enlisted personnel in permanent change of station (PCS) status accompanied by family members.
SL	Individuals authorized space-required travel in accordance with AFI 36-2110, <i>Assignments</i> .
NA	Unfunded space required passengers traveling on non-DBOFT aircraft.
PT	Authorized or directed air travel of military personnel in temporary duty status (TDY/TAD).
CT	Authorized or directed air travel of civilian personnel in temporary duty status (TDY/TAD).
TT	A special code used to identify a travel team integrity transaction.
OA	Authorized or directed air travel of military officer personnel in permanent change of station (PCS) status accompanied by dependents.
CC	Authorized or directed air travel by civilian personnel in PCS status accompanied by dependents.
PU	Authorized or directed air travel of military personnel in (PCS) status not accompanied by dependents.
CU	Authorized or directed air travel of civilian in PCS status not accompanied by dependents.
DS	Dependent student (space required).
DA	Dependents accompanied by military principal
CA	Dependents accompanied by a civilian principal.
DU	Dependents not accompanied by military principal.
CD	Dependents not accompanied by civilian principal.
EL	Emergency leave, military (space required).
DL	Emergency leave, command-sponsored military dependent (space required).
RL	Renewal agreement travel for leave (civilian).
RS	Special combat leave.
RT	Authorized reimbursable air travel of non-DoD sponsored passengers.

PC	US citizen employees of the DoD when classified as Armed Forces' patients.
PM	Active duty or retired members of the military departments, excluding the US Coast Guard, in an Armed Forces patient's status.
PD	A dependent of a member of a military department on active duty; or of a member deceased while on active duty; or a dependent of a retired or deceased retired member of a military department who is authorized medical care under the provisions of AFI 41-115.
PE	Dependents of US citizen employees of the DoD when classified as Armed Forces' patients.
PZ	Family members authorized to accompany US Armed Forces' patients who are transported in PCS status reimbursable.
PP	All other patients/person for whom reimbursable transportation has been authorized, including the US Coast Guard and their dependents.
PA	Special medical or nonmedical attendant
PB	Non-DoD medical or nonmedical attendant

2. Space Required Reimbursable. Following are type travel codes for space available passengers that are authorized (and elect) to use space required reimbursable travel. Except as indicated, these codes may be used in requesting reservations.

CODE	TYPE TRAVEL
RA	Identifies an emergency leave (DoD civilians and their dependents, and military dependents) traveling reimbursable space required.
RB	Identifies a close-blood/affinitive relative, accompanying PCS sponsor or dependents, traveling reimbursable space required (Note 2).
RD	Identifies secondary students in an overseas area traveling reimbursable space required.
RC	Identifies all other miscellaneous space available passengers traveling reimbursable space required.

NOTE 1: Specific categories of space available passengers authorized to travel on a space required reimbursable basis are identified in DoD 4515-13-R.

NOTE 2: RB category reservation must be included with a sponsor's request, as current directives do not provide for separate travel.

3. Space Available:

CODE	TYPE TRAVEL
CL	Emergency leave and recovered patients (dependents and civilians only).
CR	Close-blood/ affinitive relative accompanying PCS sponsor or dependents.
EM	Environmental and morale leave.
BF	Hostile fire leave, military only.
RE	Reenlistment leave.
OL	Ordinary leave, military only.
SA	Space available, miscellaneous.
SR	Space available, retired personnel.
SD	Space available, dependents.
SS	Space available, student.
NOTE:	Reference DoD 4515.13-R, to determine US Armed Forces patient's status.

VII. SPONSOR SERVICE CODES

1. First Position:

CODE	SPONSOR SERVICE
A	Army
N	Navy
F	Air Force
M	Marine Corps

2. Second Position: All services may use Z, however, accept any service-designated character.

IX. DISTINGUISHED VISITOR CODES

CODE NUMBER	DV IDENTIFICATION
1	<ul style="list-style-type: none"> - President of the US - Heads of state of foreign countries and reigning royalty
2	<ul style="list-style-type: none"> - The Vice President of the US - Governor of a State of the US - Speaker of the House of Representatives - The Chief Justice of the US - Former President of the US - Retired Chief Justice of the US - Foreign Prime Minister or cabinet officer - Foreign ambassador, high commissioner, or special diplomatic representative whose credentials give him/her authority equal to or greater than that of an ambassador - Widows of Former Presidents - Secretary General of the UN - The United States Ambassador to the UK - Minister of foreign powers - Associate Justices of the Supreme Court - Retired Associate Justices of the Supreme Court - The Cabinet: <ul style="list-style-type: none"> Secretary of State Secretary of Treasury Secretary of Defense Attorney General Postmaster General Secretary of Interior Secretary of Agriculture Secretary of Commerce Secretary of Labor Secretary of Health and Human Services Secretary of Housing and Urban Development Secretary of Transportation Secretary of Energy Secretary of Education - President Pro Tempore of the Senate - Acting heads of Executive Departments (in the absence of the cabinet member) - Former Vice Presidents of the US - Members of the Senate and House of Representatives - Governor of Puerto Rico - Under Secretaries or Deputy Secretaries of Executive Departments (see Cabinet above for Executive Departments) - Administrator, Agency for International Development - Director, US Arms Control and Disarmament Agency - Charge d' Affairs of foreign powers - Former Secretaries of State - Secretary of the Army - Secretary of the Navy - Secretary of the Air Force - Director, Office of Management and Budget - Chairperson, Council of Economic Advisers - US Trade Representative - Chairperson, Board of Governors, Federal Reserve - Chairperson, Joint Chiefs of Staff

- Chief of Staff US Army
- Chief of Naval Operations
- Chief of Staff, USAF
- Commandant of the Marine Corps
- Chief of Staff
- General of the Army
- Fleet Admiral (5-star rank)
- General of the Air Force
- Secretary General and Representatives to Organization of American States
- Administrator of the Central Intelligence Agency
- Administrator, General Service Administration
- Director, US information Agency
- Administrator, National Aeronautics and Space Administration
- Administrator, Federal Aviation Agency
- Director, Office of Personnel Management
- Chairperson The Atomic Energy Commission
- Under Secretary of Defense for Research and Engineering
- Special Assistant to the President of the US
- Special Counsel to the President of the US
- Deputy Under Secretaries of other Executive Departments
- 3 - Assistant Secretaries Executive Departments
- Assistant Secretaries of Defense and General Counsel (by date of appointment)
- Active of Designate US ambassador and ministers (career rank when in the US)
- Under Secretaries of the Army, the Navy, and the Air Force
- Governors of Territories
- Commandant of the Coast Guard
- Vice Chief of Staff US Army, Vice Chief of Naval Operations, and Vice Chief of Staff US Air Force
- Generals and admirals (4-star rank)
- Retired generals and Admirals (4-star rank)
- Assistant Secretaries of the Army, the Navy, and the Air Force (by date of appointment within each service)
- Special Assistant to the Secretary of Defense
- Assistants to the Secretary of Defense
- Legislative Affairs
- Atomic Energy
- Director, Defense Advance Research Projects Agency
- Bishops of Washington
- 4 - Lieutenant generals and vice admirals (3-star rank)
- Retired lieutenant generals and vice admirals
- Chief Scientists, Department of Defense, Air Force, etc.
- General counsels of the military departments
- Deputy Directors, Defense Research and Engineering and deputy general counsels (by date of appointment)
- Deputy Assistant Secretaries of Executive Departments
- Chairperson of statutory boards, committees, and independent agencies
- Administrative Assistants to the President of the US
- Special Assistants of military departments
- Deputy Under Secretaries of the Army, the Navy, and the Air Force (by date of appointment within each service)
- Counselors of foreign powers
- PL 313 (appointed civilians)
- GS-18
- 5 - Major generals, rear admirals (upper half)

- Retired major generals, rear admirals
 - Deputy Assistant Secretaries of the Army, the Navy and the Air Force (by date of appointment within each service)
 - Surgeon General Public Health Service
 - GS-17
 - 6 - Brigadier generals, rear admirals (lower half)
 - Brigadier generals, commodores
 - The Assistant Chiefs of Protocol
 - The Secretary of the Senate
 - GS-16
 - 7 - Captains USN or USCG; colonels USAF, USA, or USMC; or comparable rank officers of friendly nations
 - Retired Captains, USN/USCG, colonels
 - Consuls in charge of consulates of foreign powers
 - Second and third secretaries of foreign embassies and legations
 - GS-15
- NOTE: The above listing is not necessarily in order of precedence

CODE LETTER	DV REQUIREMENTS	DESIGNATOR LETTER	SERVICE CATEGORY
H	Accord honors	A	Air Force
M	Accord no honors, provide meals	R	Army
N	Accord no honors, requests informal visit with the commander	C	Coast Guard
S	Accord no honors, provide servicing only	M	Marine Corps
T	Accord no honors, provide transportation only	V	Navy
Q	Accord no honors, provide quarters only	S	Civilian
O	No request	F	Foreign civilian or military

EXAMPLES:

- V6H Means: Navy rear admiral (lower half) requests full honors.
- A7T Means: Air Force colonel requests transportation.
- R70 Means: Army colonel no requests.

X. AIRCRAFT TYPE/SERIES CODING

The following alpha and numeric codes identify commercial and military aircraft and series:

ALPHA/NUMERIC CODE	AIRCRAFT TYPE SERIES
A	B-707
B	C-141B
C	B-727
D	B-737
E	B-747
F	C-17
G	DC-8
H	Reserved for future use
I	Reserved for future use
J	C-9
K	T-43
L	C-140
M	KC-10
N	UV-18B
O	Reserved for future use
P	KC-135
Q	C-130
R	C-23
S	C-5A
T	C-12
U	L-188
V	C-21
W	C-137
X	B-757
Y	DC-6
Z	B-767
0 (zero)	C-27
1	T-39
2	Other commercial aircraft type
3	Other military aircraft type
4	C-5B
5	L-1011
6	L-100
7	DC-10
8	Reserved for future use
9	Reserved for future use

SPACE AVAILABLE TRAVEL REQUEST <i>(This form is affected by the Privacy Act of 1974--See below)</i>		INSERT HERE	
This information is required for space available travel registration. Upon completion, place the upper right corner of this form, and the back of your leave form into the Date/Time validator. Be sure to deposit one copy of this request into the box; retain carbon copy for the Space Available roll call. Space A sign-up is good for a 60-day period, or when your leave expires, whichever comes first. For facsimile (fax) requests, telefax header will establish date/time of sign-up.			
PLEASE PRINT CLEARLY			
1. NAME (Last, First, MI) Smith, James F.			
2. RANK/GRADE MSgt	3. SSN 000-00-0000	4. SEATS REQUIRED 3	
5. TRAVEL STATUS (Type of Leave)		FOR OVERSEAS TRAVEL: Border Clearance Documents Current?	
<input type="checkbox"/> CATEGORY I -- Civ or Mil Dependent on Emergency Leave		<input checked="" type="checkbox"/> YES <input type="checkbox"/> NO	
<input type="checkbox"/> CATEGORY II -- Environmental Morale Leave (EML)		(See note on reverse)	
<input checked="" type="checkbox"/> CATEGORY III -- Active Duty on Ordinary Leave / House Hunting			
<input type="checkbox"/> CATEGORY IV -- (EML) Unaccompanied Dependents			
<input type="checkbox"/> CATEGORY V -- Permissive TDY or TAD / Student Travel / Overseas Command - Sponsoed Dependents			
<input type="checkbox"/> CATEGORY VI -- Retired Military / Reserves			
6. SERVICE:	<input type="checkbox"/> ARMY <input type="checkbox"/> NAVY <input checked="" type="checkbox"/> AF <input type="checkbox"/> MARINES <input type="checkbox"/> OTHER		
7. DATE LEAVE BEGINS (Active Duty Only) 20000216	8. DATE LEAVE ENDS (If extended, you must notify us before this date) 20000303		
9. COUNTRY CHOICES (List up to 5; one choice may be all)			
<input checked="" type="checkbox"/> Germany <input type="checkbox"/> England <input type="checkbox"/> All <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>			
10. LIST NAMES OF DEPENDENTS TRAVELING AND TYPE OF PASSPORT (US or Foreign)			
Cherl			
Timothy			
11. I CERTIFY THAT I AM ON LEAVE OR PASS STATUS AT THE TIME I REGISTER FOR SPACE AVAILABLE TRAVEL AND WILL REMAIN IN SUCH STATUS WHEN AWAITING AND/OR HAVE BEEN ACCEPTED FOR SPACE AVAILABLE TRAVEL. IF ACCOMPANIED BY DEPENDENTS, I FURTHER CERTIFY THAT MY TRAVEL IS NOT IN CONJUNCTION WITH TDY/TAD AND THAT I AM NOT USING SPACE AVAILABLE TRAVEL TO TRANSPORT MY DEPENDENTS TO OR FROM MY RESTRICTED DUTY STATION OR ALL OTHERS (UNACCOMPANIED) TOUR LOCATION STATION. I CERTIFY THAT MY REQUEST FOR, AND ACCEPTANCE OF, TRANSPORTATION VIA DOD-OWNED OR CONTROLLED AIRCRAFT IS NOT FOR PERSONAL GAIN, NOR FOR, OR IN CONNECTION WITH BUSINESS OF ANY NATURE AND THAT THIS TRIP WILL NOT RESULT IN ANY FORM OF RENUMERATION TO MYSELF OR TO MY FAMILY. I UNDERSTAND VIOLATION OF ANY OF THE ABOVE COULD RESULT IN BILLING AND/OR PUNITIVE ACTION.			
12. DATE 20000216	13. SIGNATURE		
PRIVACY ACT STATEMENT AUTHORITY: 10 U.S.C. 8013; EO 9397, 22 November 1943. PRINCIPAL PURPOSE: To apply for air travel. SSN is needed for positive ID. ROUTINE USE(S): Records from this system of records may be disclosed for any of the blanket routine uses published by the Air Force. DISCLOSURE IS VOLUNTARY: Failure to provide the information may result in member not being accepted for travel on military aircraft. Disclosure of SSN is voluntary.			

AMC FORM 140, MAR 99 (EF) (FormFlow Ver 2.15)

PASSENGER COPY

REPLACES AMC FORM 140, FEB 95

BASE	FAX NUMBER
ANDERSEN AFB GUAM	(671) 366-3984
ANDREWS AFB MD	(301) 981-4241
AVIANO AB ITALY	011039434667782
BALTIMORE - WASHINGTON IAP, MD	(410) 963-3060
CHARLESTON AFB SC	(803) 566-3060
CHARLESTON IAP SC	(803) 566-3845
DOVER AFB DE	(302) 677-854/4088
EIELSON AFB AK	(907) 3771862
ELMENDORF AFB AK	(907) 552-3996
FAIRCHILD AFB WA	(509) 247-4909
GRAND FORKS AFB ND	(701) 747-6540
HICKAM AFB HI	(808) 449-1503
HOWARD AFB PANAMA	0115072843848
INCIRLIK AB TURKEY	9071114288 Ext 3654
IZMIR AS TURKEY	00902324417044
KADENA AB JA	01181611734-4221
LOS ANGELES IAP CA	(310) 216-2670
LAJES FIELD PORTUGAL	01135195540100 Ext 5110
MCCHORD AFB WA	(253) 512-3815
MCGUIRE AFB NJ	(609) 724-4621
MARCH AFB CA	(909) 655-2913/2914
NAS NORFOLK VA	(757) 445-7501
NAS SIGONELLA ITALY	01103995865576
OSAN AB KOREA	011823336614897
PLATTSBURG AFB NY	(518) 565-5441
RAF MILDENHALL UK	001446382250
RAMSTEIN AB GE	0110496371472364
RHEIN MAIN AB GE	011049696996309
SCOTT AFB IL	(618) 256-1946
SEATTLE-TACOMA IA	(253) 512-5557
TRAVIS AFB CA	(707) 424-2048
YOKOTA AB JA	225-9768 (DSN Only)

NOTE: BORDER CLEARANCE REQUIREMENTS VARY BY COUNTRY.
IF YOU ARE UNSURE OF THE SPECIFIC REQUIREMENTS FOR YOUR
DESIRED DESTINATION, CONTACT THE NEAREST AMC PASSENGER
TERMINAL FOR ASSISTANCE.

AMC FORM 229, PASSENGER SERVICE FLIGHT FOLDER, INSTRUCTIONS

AMC Form 229 is designed to provide passenger service management with a step-by-step record of events. Passenger dispatch is OPR for the folder; therefore, this section will ensure all information on the form is accurate and properly completed. All entries will be legible and written in ink or pencil. Place a dash (-) in or leave blank any block not requiring an entry. Once the form is completed, it is reviewed by the shift supervisor or his/her designated representative for accuracy and content. When satisfied that all tasks have been accomplished and all entries are legible and complete, the supervisor or his/her designated representative signs in the shift supervisor block. The folder must always contain, but is not limited to, documents listed in the folder checklist. In the event a particular document is omitted, an explanation in the remarks section by the shift supervisor or his/her designated representative that efforts are in progress to obtain the necessary documents. AMC Form 229 will be maintained for 90 days and disposed of in accordance with AFI 37-138.

Use the following instructions when completing AMC Form 229:

Outbound	All times annotated on the folder will be local times.
Mission Number	Enter the 12-position mission number, that is, PQC T657Y0186. (Category "B" mission use the 12-position mission in conjunction with the new "MC" 4-digit mission number.)
Call Signs	Enter the call sign when used in lieu of the 12-position mission number, that is, Pacer 61/186.
Aircraft Type/	C-141, B-747, DC-10, and so forth.
Tail Number	Enter the last five digits of the tail number
Mission Routing	Enter all en route stops using three-Letter location identifiers; that is, DNA, OKO, OSN, and so forth.
Carrier/Operator	TWA, ATA, WOA, 305, 436, 60, and so forth.
ETD Date	Estimated (local) time of departure and Julian date, for example, 1630/187.
ATD/Date	Actual (local) time of departure -and Julian date.
Spot	Aircraft parking spot to be utilized
ACL	Allowable cabin load (total seats on the aircraft)
Flight Code	Used at station utilizing the Second Generation Automated Check-In System (SPRACS). SPRACS assigns a 2-character flight code, that is, (AA) which is used throughout SPRACS in lieu of the 12-character mission number.
Set Up Received From	Enter time and initials of the individual from whom the initial set-up was received (ATOC).
Revised	Enter the time and initials of the individual from whom the revised set-up was received (ATOC).
Set-up Passed To	Enter the time and initials of the individual passing the initial set-up and to whom the set-up was passed.

Revised	Enter the time and initials of the individual passing the revised set-up and to whom the set-up was passed.
Sequence of Events Required Time	Enter the time of each event which local management has determined to be an acceptable standard operating time in relation to the estimated time of departure. On scheduled Category B and M missions, as a standard opening time, use the 4 hours prior to scheduled ETD for flight open and 45 minutes prior to scheduled ETD for firm meal order request.
Actual Time	Enter the actual time each event was accomplished.
Initials	Enter the Initials of the individual (s) passing/receiving the coordinated information and the actual time the event was accomplished/requested.
Seats Released	Enter the number of seats initially released for onload of originating passengers.
Initial Seat Release	Enter the total number of seats initially released by ATOC, the actual time of seat release, the ATOC controller's initials and the individual's initials receiving the seat release. Should the seat release change (plus or minus), line through the initial seat release and comply with the revised seat release instruction.
Revised Seat	Enter the revised seat release when there is an increase or decrease in the initial seat release. Annotate the actual time, initials of the ATOC controller, and the individuals initials receiving the revised seat release.
Tentative Meal Order In-flight	Enter the actual time, initials of the individual passing the tentative meal order, and initials of the in-flight kitchen representative to whom the tentative request was passed.
Fleet	Enter the actual time, initials of the individual passing the tentative meal order, and initials of the fleet service representative to whom the tentative request was passed.
Flight Open Processing/PSC	Enter the actual time and initials of the shift supervisor opening the flight for processing.
Firm Meal Order	Enter the actual time, initials of the individual.
In-flight	Passing the firm meal order, and initials of the in-flight Kitchen representative to whom the firm request was passed.
Fleet	Enter the actual time, initials of the individual passing the firm meal order, and initials of the fleet service representative to whom the request was passed.
Flight Closed Processing/PSC	Enter the actual time and initials of the shift supervisor closing closing the flight
Baggage at Aircraft	Enter actual time the baggage was delivered to the aircraft for loading and the loading crew supervisor's initials(at commercial gateway operations the QAE will provide these times).

Final Boarding Manifest	Enter the actual time when the final boarding manifest was available.
Pax Call/ACFT Available Boarding	Enter the actual time the passenger call/aircraft is available for boarding and the ATOC controller's initials.
Gate Opened	Enter the actual time the gate is opened for antihijacking and the shift supervisor's initials.
Baggage Onload Started	Enter actual time the baggage onload started and the loading crew supervisor's initials (at commercial gateway operations the QAE will provide these times).
Completed	Enter actual time the baggage onload was completed and the loading crew supervisor's initials.
Pax Arrived at ACFT	Enter actual time passengers arrived at the aircraft by way of bus or mobile lounges (at commercial gateway operations the QAE will provide these times) and the loading supervisor's initials.
Passengers Onload Started	Enter actual time the passenger onload started and the loading supervisor's initials (at commercial gateway operations the QAE will provide these times).
Completed	Enter actual times the passenger onload was completed and the loading supervisor's initials (at commercial gateway operations the QAE will provide these times).
Meal Breakdown Crew/Passengers	Enter the amount and type of meal in the appropriate block.
Passenger Breakdown Passed to ATOC	Enter the time and initials of the ATOC controller to whom the breakdown was passed.
Space Required/Space Available	Enter the number of space required/space available passengers through, onload, and off next station.
Passengers Totals	Enter the space required/space available passengers totals through, onload, and off next station.
Civillians, AMOS, Blue Bark	Enter the number of unique passengers through, Blue Bark, etc., onload, and off next station.
Passenger/Baggage Weights	Enter the passenger/baggage weights for through onload, and off off next station.
Total Weights	Enter the combined passenger/baggage weights for through, onload, and off next station.
Baggage Bins/Container/LD-3s	Enter the number of baggage bins through, onload, and off next station.
Rush Bags	Enter the number of rush baggage, onload, and off next station.

Waiver Request	Check the appropriate waiver request block yes/no. If passenger prohibited cargo is being airlifted and there were duty/space available passengers in the backlog and a waiver was not requested, annotate in the remarks section why the waiver was not requested.
Waiver Number	Enter the waiver number.
Type Waiver THETA/ Single Dagger	Check the appropriate type waiver box.
Folder Contents	Check each item when the corresponding document is placed in the flight folder Leave blank items that do not apply. Additional contents are to be annotated in the remarks.
Passenger Breakdown	Commercial gateway requirement only.
Passed to Downline Station Receiver/Passer	Enter the actual time the passenger breakdown information was received/passed, the last name (printed) and grade.
Mission Abort Type Abort	Check the appropriate block when abort occurs.
Special Category	Enter grade, name, branch of service, kind of passenger request/remarks special category/unique passenger and type of assistance, if requested. Record pertinent flight information not otherwise identified.
Set-Up Prepared By/Date	Enter the individual's last name who prepared the outbound set up and the calendar date the set up was prepared.
Shift Supervisor	The individual reviewing the folder for signature/date completeness and accuracy will sign and date in the block provided. Normally, this will be accomplished by the shift supervisor, however, the shift supervisor may designate an individual. Individuals designated to accomplish this task will sign and date.
Inbound	all times annotated on the folder will be local times.
Mission Number	Enter the 12-position mission number, that is, PQC T657Y0 186 (Category "B" mission use the 12- position mission number in conjunction with the new "MC" 4-digit mission number).
Call Sign	Enter the call sign when used in lieu of the 12-position mission number, that is, Pacer 61/196.
Date	Enter the Julian date.
Type/Tail	C-141, B-747, DC-10/70006, and so forth.
Number Carrier/Operator	TWA, ATA, WOA, 437,305,60,62, etc.

From	Enter the three-letter station code from which the aircraft last departed, for example, DNA, OKO, OSN, and so forth.
ETA/Date	Estimated time of arrival and Julian date, for example, 1630/175.
ATA/Date	Actual time of arrival and Julian date.
Spot	Aircraft parking spot to be utilized.
Ground Time	Enter the schedule ground time, for example 3 hours, 15 minutes, if the mission is terminating, enter term.
Set Up Received From ATOC (Time/initial)	Enter the time and initials of the individual from whom the set up was received.
Revised Data	Enter the revised ETA/ Julian date, time, and initials of the individual from whom the data was received.
Passenger Data Space Required/Space Available	Enter the number of space required/space available passengers off and through.
Totals	Enter the space required/space available passengers totals, off and through.
Civilians, Distinguished Visitors, Blue Barks,	Enter the number of unique passengers, off and through, and so forth
Passenger Off-load Started	Enter the time passenger off-loading commenced, initials of the individual from whom the information was received, and initials of the person to whom it was passed.
Completed	Enter the time passenger off-load was completed, initials of the individual from whom the information was received, and initials of the person to whom it was passed.
Baggage Off-load Started	Enter the time baggage off-load commenced, initials of the individual from whom the information was received, and initials to whom it was passed.
Completed	Enter the time baggage off-load was completed, initials of the individual from whom the information was received, and initials to whom it was passed.
Baggage Available to passenger	Enter the time the first container/baggage cart of baggage was available to the passenger(s), initials from whom the information was received, and initials to whom it was passed.
Set Up Prepared By/Date	Enter the individual's last name who prepared the inbound set up and the calendar date (day, month, and year) the set up was prepared.

Shift Supervisor	The individual reviewing the folder for completeness and accuracy will sign and calendar date the folder. Normally, this will be accomplished by the shift supervisor; however, the shift supervisor may designate this task.
Remarks/Outbound Continued	Continuation of remarks from the outbound portion of the flight folder.
Remarks	Record pertinent flight information not otherwise identified.

NOTE: In all cases where initials are required on AMC Form 229, the passenger service dispatcher's initials will be entered after initials of the individual to whom the information was passed; for example, information received from fleet service and passed to passenger dispatch (Fleet SP/Pax Dispatch JR).

MISSION ROUTE SUPPORT CIC CHART

Digits of CIC		4	MRS	X	XXXX	XXXX	XX	
		!	!	!	!	!	!	
1	Department of the Air Force-----			!	!	!	!	!
			!	!	!	!	!	!
2-4	MRS Identification-----				!	!	!	!
				!	!	!	!	!
5	Headquarters Identification-----					!	!	!
	0 – HQ AMC				!	!	!	
	1 – 21 AF				!	!	!	
	2 – 15 AF				!	!	!	
	(Reserve Forces will use designator of AMC – gained AF)				!	!	!	
	4 – 615 AMSG				!	!	!	
	5 – 621 AMSG				!	!	!	
	6 – GPMRC				!	!	!	
	7 – 2 AECC				!	!	!	
	8 – 9 AECC				!	!	!	
6-9	Staff/wing/group identification-----						!	!
	Staff office for						!	!
	AMC and AMC AF						!	!
	Or						!	!
	“ANG” or “AFR” for						!	!
	Reserve Forces						!	!
	(When not used, these digits will be shown as “0000”)						!	!
	For Doctor travel, Example 3750						!	!
10-13	AMC squadron or Reserve Forces						!	!
	Wing/group identification-----							!
	(When not used, these digits will be shown as “00”)							!
	In the case of Doctors’ travel, 10-15 will always be “Doctor.”							!
14-15	Unique squadron alpha identifier-----							
	When the wing/group has same numeric identifier, use that unique squadron							
	identifier applied in administrative correspondence							
	(When not used, these digits will be shown as “00”)							

Examples:**HQ AMC CRS Authorization:**

CIC 4 MRS 0 DOOM 0000 00

CIC 4 MRS 0 AC 0000 00

CIC 4 MRS 0 XPP 0000 00

21 AF MRS Authorization:

CIC 4 MRS 1 DOT0 0000 00

14 AF MRS Authorization:

CIC 4 MRS 2 DOR0 0000 00

Reserve Forces MRS Authorization:

ANG: CIC 4 MRS 1 ANG0 0443 00

AFR: CIC 4 MRS 1 AFR0 01 16 00

DOCTOR: CIC 4 MRS 6 3750 DOCTOR

NOTE: The MRS CIC may be used only when traveling on military aircraft. Normal DBOF-T reporting procedures apply.

AMC FORM 79
PASSENGER INFORMATION

A9.1. Purpose: An optional form to help provide information to the flight attendant or loadmaster/boom operator and standardize placing of passenger manifests on organic and AMC charter aircraft.

A9.2. This form is designed so that each station an aircraft transits can fill out their originating passenger information and show through load passenger information. It is intended to help the QAE/Passenger Service Representative brief the crew on passenger totals. At the originating station an AMC Form 79 may be filled out to reflect passengers on that aircraft, when it arrives at the en route station a new AMC Form 79 should be filled out showing their originating passengers and the passengers going through in order to keep an accurate total. A new AMC Form 79 should be filled out at each stop. All manifests and other documents can be placed in this form for easy carriage. At each station, after filling out a new form dispose of the old form.

A9.3. Blocks on AMC Form 79 should be filled in as follows:

A9.3.1. Originating Station: Station filling out the form.

A9.3.2. Date: Date the mission is departing.

A9.3.3. Mission Number: Complete mission number.

A9.3.4. Aircraft Number: Tail number of aircraft.

A9.3.5. Aircraft Type: C-14 1, C-5, B-747 etc.

A9.4. Under the PASSENGER section, the following should be filled in:

A9.4.1. ON/THRU/TOTAL: Breakdown by onload and through load your space required/space available passengers and total them under the "total" column.

A9.4.2. Smoking: Fill in how many smokers if applicable (Does not apply on AMC aircraft).

A9.4.3. Nonsmoking: Fill in how many nonsmokers (Does not apply on AMC aircraft).

A9.4.4. Waiver Number: Fill in any waiver numbers if applicable.

A9.4.5. Total meals: Show total passenger meals.

A9.4.6. Special Meals: Show any special meals and use the "REMARKS" block to show what type of meal, i.e., diabetic meal no-salt meal, vegetarian etc.

A9.4.7. Inlaps: Show total inlaps. This block is used primarily for C-5 aircraft due to placement of extra oxygen masks.

A9.4.8. Preservers: Show how many child/infant preservers are needed for children.

A9.5. Passenger breakdown assist the downline station on how many civilian, foreign nationals, children, infants, and DVs are on board. It is important that these blocks be filled in.

A9.6. Remarks/*DV Requests: Show any special information on DVs, special meals, or any information you think might be important to the crew.

HEADQUARTERS DEPARTMENT OF THE ARMY
Washington DC 20310-0500

CHIEF OF NAVAL OPERATIONS, DEPARTMENT OF THE NAVY
Washington DC 20350-2000

COMMANDANT, UNITED STATES MARINE CORPS
Washington DC 20380-0001

HEADQUARTERS DEPARTMENT OF THE AIR FORCE
Washington DC 20330-5130

HEADQUARTERS AIR MOBILITY COMMAND
Scott Air Force Base, Illinois 62225-5001

MEMORANDUM OF UNDERSTANDING
for
SUPPORT OF SERVICE MEMBERS ON DELAYED
SERVICE AIRLIFT SERVICE INDUSTRIAL FUND (ASIF) AIRCRAFT
BETWEEN THE
ARMED SERVICES
and
SINGLE MANAGER OPERATING AGENCY FOR SERVICE

I. PURPOSE: The purpose of this agreement is to establish procedures for the interservice support of service members in a group travel status being transported by Air Mobility Command (AMC) Airlift Service Industrial Fund (ASIF) and who may encounter an unscheduled en route delay requiring messing, billeting, and/or ground transportation.

II. SCOPE: Provisions of this document are applicable to members of the Armed Services where the services have directed group/unit moves on orders that do not Authorize individual travel or per diem while traveling on special assignment airlift missions (SAAMs). Provisions of this document do not include service members, dependents, or other DoD employees traveling PCS or TDY on normal ASIF channel flights.

III. OBJECTIVE: The objective of this agreement is to assure that service members who experience an unscheduled delay short of their destination are expeditiously provided billeting, messing and ground transportation at no out-of-pocket expense to the service member.

IV. DEFINITIONS:

a. Airlift Service Aircraft. Those aircraft operated by the Single Manager Operating Agency for Airlift Service (AMC), the operation of which is financed by the industrial fund. This includes Air National Guard and Air Force Reserve aircraft and transport aircraft of other major commands when operating on AMC ASIF missions.

b. En Route Delay. As used herein, an en route delay is the unprogrammed delay/deviation of an AMC ASIF flight because of weather, maintenance, in-flight emergency or other causes.

c. Group Travel. A movement either on permanent change of station or on temporary duty of three or more service members in a group travel status for which transportation will be furnished by government conveyance from the same point of origin to the same destination under one order which is specifically designated by the orders issuing authority as a "group travel order." A group travel status may also be designated between any point en route, provided that the orders specifically indicate the points between which a group travel status will apply.

d. Transportation. A service member performing group travel under the intent of this memorandum is not entitled to mileage or monetary allowances in lieu of transportation. Necessary transportation will be furnished at no out-of-pocket cost to the individual service member

e. Quarters and Subsistence. A service member performing group travel is not normally entitled to per diem. Members will be subsisted by meal ticket, box lunch, or government-prepared meals. Members drawing separate rations will reimburse the government for all government-furnished meals. Quarters will be provided by the government at no out-of-pocket expense to the individual.

f. Troop Commander. The senior military individual designated as the commander of the group being transported.

g. Special Assignment Airlift Mission (SAAM). SAAMs are set up to operate under source-to-user concepts. Under the intent of this memorandum, SAAMs include JCS/exercises and Joint Airborne/Air Transportability Training (JA/ATT) missions.

V. GENERAL:

a. Authority for feeding without reimbursement, all members of the Armed Forces authorized subsistence-in-kind (SIK), is contained in DoD 1338.10M (manual for DoD Food Service Program).

b. This MOU serves as the authority to obligate ASIF funds to obtain on-base or commercial quarters, as required, to satisfy the intent of this agreement.

c. In the event DoD facilities and services are not available, the aircraft commander will utilize AF Form 15 authority to procure meals, quarters, and transportation for passengers. The aircraft commander will fill in Block, 4 of AF Form 15 to indicate the address of the home station accounting and finance office as the billing address.

d. When commercial airlift service/contract airlift is utilized, the provisions of the contract concerning en route delays will be followed.

e. Point of contact. The aircraft and troop commander should contact the squadron operations officer/port operations officer at AMC bases and the base operations officer at other DoD installations for messing, billeting, and transportation assistance.

VI. BILLING INSTRUCTIONS:

a. At DoD installations, payments for quarters, if required, will be made by the local accounting and finance officer using ASIF funds. If the local installation has ASIF funds available, the appropriate ASIF fund cite may be obtained from the local accounting and finance office. If ASIF funds are not available at the local installation, the appropriate ASIF fund cite may be obtained during duty hours, or the next duty day, by telephone request to HQ AMC/FMIA, DSN 576-2948/4661.

b. Payment for commercially obtained meals, quarters, and transportation at non-DoD facilities will be made by using an AF Form 15 in accordance with paragraph Vc above.

c. Supporting documentation from the billeting office and/or the local finance officer must contain the address of the unit/group provided the quarters/services, including the name of the exercise, JA/ATT, or SAAM mission, along with a copy of the group travel orders.

VII. SUPPORT REQUIRED:

- a. The decision to place service members in an en route delay status will be made as soon as possible.
- b. Messing and quarters will be provided using nonreimbursable facilities or billets, if possible.
- c. Transportation to/from the mess, billets, and air terminal will be provided using DoD assets, if possible.

VIII. EFFECTIVE DATE:

- a. This agreement is effective 1 January 1990.
- b. This agreement will be subject to review at the request of any of the parties involved.

MOU FOR ARRANGEMENT FOR OFFICE AND COUNTER SPACE AT CONUS COMMERCIAL
AIRPORTS HANDLING AMC PROCURED AIRLIFT

HEADQUARTERS MILITARY TRAFFIC MANAGEMENT COMMAND
Falls Church VA 22041-5050

HEADQUARTERS UNITED STATES ARMY MILITARY PERSONNEL CENTER
Alexandria VA 22332-0400

COMMANDANT, UNITED STATES MARINE CORPS
Washington DC 20380-0001

HEADQUARTERS AIR MOBILITY COMMAND
Scott Air Force Base, Illinois 62225-5001

MEMORANDUM OF UNDERSTANDING
for

ARRANGEMENT FOR OFFICE AND COUNTER SPACES AT CONUS
COMMERCIAL AIRPORTS HANDLING AMC PROCURED AIRLIFT

I. PURPOSE: The purpose of this agreement is to establish procedures for the Air Mobility Command (AMC) to serve as host for arrangement of office and counter space at CONUS commercial airports handling AMC procured airlift and to further arrange for direct billing to the services. Other support requirements must be negotiated by each individual service with potential hosts by means of intraservice support agreements.

II. SCOPE: The provisions of this document are applicable to the above activities in the accomplishment of their respective requirements to accommodate passengers transiting a CONUS commercial gateway via AMC procured airlift.

III. OBJECTIVE: The objective of this agreement is to assure that service requirements for office and counter space are identified to AMC so that AMC may act on their behalf in consolidating requirements and arranging for leased space at commercial airports. This consolidation of requirements should result in a lesser overall cost to the Department of Defense (DoD) and improve service to passengers transiting applicable commercial airports.

IV. GENERAL:

- a. HQ AMC/XO will be the primary point of contact with the airport authorities in arranging desirable and adequate space to meet the services' agencies requirements.
- b. Requests for office and counter space will be forwarded to HQ AMC/XO at least 3 months prior to the required date. The request will include a separate break out of office area (SF), linear counter space, and services required date. The service agencies will validate their requirements on an annual basis and advise HQ AMC/XO of their continuing need or changes required during the first month of the fiscal year. Three months prior to the termination date of a lease, the service agencies will advise HQ AMC/XO of their requirements at the airport.
- c. HQ AMC/XO shall consolidate requirements and, based on mutual agreement, determine space assignments at the airport. If the total area requested by all agencies is not available, HQ AMC/XO shall coordinate adjustment with other agencies to determine appropriate space allocation.
- d. Payment will be prorated to the service agencies based on the prorata share of the total space used by the agency.

V. BILLING INSTRUCTIONS:

- a. Billing arrangements will provide for direct billings to the accounting and finance officer of the appropriate AMC/Air Force unit that administers the contract.
- b. The support accounting and finance officer will effect payment to the airport authorities citing the accounting classifications provided by the service agencies.

- c. Each service agency will provide the contract administrating office and the supporting base accounting and finance office their fund citation with exact billing address.
- d. Contract administrating office will ensure airport authorities have the correct billing address.

VL EFFECTNE DATE: The provisions of this memorandum of understanding are effective upon signature. Any change to this MOU will be coordinated and agreed on by all agencies concerned.

HEADQUARTERS MILITARY TRAFFIC MANAGEMENT COMMAND
Falls Church VA 22041-5050

HEADQUARTERS UNITED STATES ARMY MILITARY PERSONNEL CENTER
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COMMANDANT, UNITED STATES MARINE CORPS
Washington DC 20380-0001

HEADQUARTERS AIR MOBILITY COMMAND
Scott Air Force Base, Illinois 62225-5001

MEMORANDUM OF UNDERSTANDING
for
CLARIFICATION OF FUNCTIONAL RESPONSIBILITIES RELATIVE TO INTERNATIONAL
PASSENGER OPERATIONS AT COMMERCIAL TERMINALS

I. PURPOSE: To define functional responsibilities for international passenger operations at commercial terminals where elements of Air Mobility Command (AMC), Military Traffic Management Command (MTMC), and US Army Military Personnel Center (MILPERCEN) are assigned to assist the movement of DoD travelers on AMC procured airlift.

II. BACKGROUND: Due to AMC channel realignments and the increasing use of commercial terminals as aerial ports of embarkation/debarkation (APOE/APOD), it is appropriate to clarify areas of responsibilities and functions AMC, MTMC, and MILPERCEN relative to the operations of international passenger movements at commercial terminals.

III. APPLICABILITY: The terms of this agreement apply during peacetime operations and will be modified, as necessary, to accommodate contingency or wartime requirements. Where the same function is listed under both AMC and MTMC (Va (6) and (18) and Vb (1) and (9)), the function will be performed by MTMC if MTMC is represented at the commercial airport.

IV. MISSION STATEMENTS:

- a. Air Mobility Command (AMC): The mission of AMC operating locations at commercial gateways, IAW Dod Directive 5160.2, is to:
 - (1) Operate or arrange for operation of AMC passenger processing and assistance at commercial gateways.
 - (2) Ensure correct processing, manifesting, and loading of passengers, to include supervision and technical assistance to contractors providing these services.
 - (3) Provide reports and data submissions required by the airlift service industrial fund system.
 - (4) Deal with airport management and border clearance agencies to ensure expeditious movement of DoD passengers through commercial international terminals.
- b. Customer Support Branch (CSB)
 - (1) Provide transportation assistance to transient DoD-sponsored personnel and their dependents en route to and returning from overseas.
 - (2) Monitor and improve the transportation movement system.
- c. US Army Military Personnel Center (MILPERCEN): The mission of the Personnel Assistance Point (an element of (MILPERCEN) is to:
 - (1) Exercise command and control for Commander MILPERCEN of transient Army personnel.
 - (2) Operate as an extension of MILPERCEN in providing personnel assistance and emergency personnel administration to transient Army personnel and their dependents en route to and returning from overseas.
 - (3) Monitor and improve the personnel distribution and movement system.

V. TERMS OF AGREEMENT:

- a. AMC personnel assigned to the commercial gateway will:
 - (1) Monitor carrier performance to ensure they are providing the service agreed on in their contract.
 - (2) Coordinate Category A and Y (scheduled service) seat adjustments between the responsible AMC agency and commercial carriers to ensure passengers move without delay.
 - (3) Arrange and obtain Category A, B, and Y (scheduled service) port calls for those service members and DoD civilians who miss their original flight or report in early and are available for movement within 24 hours.
 - (4) Ensure passengers have all appropriate documentation for travel; i.e., travel orders, ATA, passport, visa, shot record. Also ensure all passengers are travel eligible IAW DoD 4515.13-R.
 - (5) Provide assistance to special category travelers and expedite flight processing, customs clearance, and seating arrangements. Special category travelers are considered to be VIPs and Blue Barks.
 - (6) Assist in the expeditious processing of unit/group movements and foreign students.
 - (7) Be responsible for removing disruptive service members, DoD civilians, and dependents from flights and coordinate with appropriate military/civilian authority for detention or disciplinary action if required.
 - (8) Control and provide information pertaining to space available movement rosters.
 - (9) Provide assistance to the traveler pertaining to customs and immigrations.
 - (10) Coordinate with the airlines and assist the traveler on lost baggage problems.
 - (11) Coordinate with airport authority for appropriate counter and office space for all services operating passenger assistance points at the airport.
 - (12) Monitor and arrange the expeditious movement of duty standby personnel.
 - (13) Provide general flight information; i.e., departure and arrival times, routing information, and type service on the aircraft.
 - (14) Provide communications link between military member and service organization (Air Force only).
 - (15) Coordinate and arrange with the carrier to provide billeting and messing for the traveler if there is an extensive delay in aircraft departure IAW with commercial airlift contract.
 - (16) Direct passengers to CSB or other appropriate agencies for assistance, as required, for problems beyond the purview of AMC liaison personnel.
 - (17) Arrange for the issuance of airport passes and identification badges for all personnel assigned to AMC, MTMC, and MILPERCEN elements at the airport.
 - (18) Issue to DoD personnel AMC Transportation Authorization (ATA), DD Form 1482, for AMC airlift and Government Transportation Request (GTR), SF 1169, for commercial transportation requirements.
 - (19) Take final action on requests for extension of leave for any transient personnel and emergency leaves. Terminate leave for individuals reporting for movement (Air Force only).
- b. Military Traffic Management Command, Customer Support Branch (CSB), assigned to commercial terminals will:
 - (1) Issue to DoD personnel AMC Transportation Authorization (ATA), DD Form 1482, for AMC airlift and Government Transportation Request (GTR), SF 1169, for commercial transportation requirements.
 - (2) Issue cost charge GTR to service members IAW AR 55-355, NAVSUP Pub 444 (Rev), AFM 75-2, MCOP4600.14 A, DSAR 4500.3.
 - (3) Monitor and ensure the adequacy of supplemental transportation for transient DoD personnel.
 - (4) Provide necessary assistance to foreign students and USO groups to assure timely movement to meet travel schedules.
 - (5) Coordinate DoD prisoner movements with appropriate facility.
 - (6) Issue bus tickets to Navy separatees. Forward orders and transmittal letter to Chief NAVMILPERCEN.
 - (7) Coordinate with the nearest Navy Personnel Support Activity Detachment or Navy Passenger transportation office as appropriate in rendering assistance necessary to transient Navy service members and dependents moving through the APOE.
 - (8) Provide assistance to the service member relative to shipment or pick-up of POV roster of the vehicles that have arrived from overseas and are being stored at the port.
 - (9) Coordinate group, unit, and special movements as required and provide information to AMC for onward movement.
 - (10) Provide procedural guidance incident to travel of DoD passengers to ITOs, orders publishing agencies, and the individual traveler as required.
 - (11) Provide assistance and guidance to the service member pertaining to the shipment of pets.

- (12) Coordinate and arrange Category Z travel for DoD personnel as required.
 - (13) Monitor duty standby backlog.
 - (14) Provide movement data for analysis and reports to HQ MTMC on transportation areas of interest.
 - (15) Provide assistance to DoD VIP travelers and members and their dependents traveling incident to Blue Bark which includes escorting at terminal, transporting service on base, commercial transportation and ticketing, and BOQ/hotel reservation. AUTH: AR 59-120, AFR 76-26, OPNAVINST 4630.11D, MCO 4631.3B
 - (16) Develop supporting material and reconcile disputed passenger billings for travel performed on AMC procured airlift.
- c. US Army Military Personnel Center, Personnel Assistance Point (PAP), assigned to commercial terminals will:
- (1) Act as the MILPERCEN command and control element for all Army transient service members and dependents moving through the APOE.
 - (2) Provide advance arrival information to the overseas command reception center as required.
 - (3) Act as a communication link between MILPERCEN, MTMC, and transient Army, Navy, Marine Corps, Coast Guard personnel and DoD civilians/their dependents through commercial aerial ports of embarkation.
 - (4) Provide information and assistance regarding policy on personal matters (Army only).
 - (5) Responsible for the compilation and processing of necessary records for MILPERCEN.
 - (6) Provide information and assistance regarding Policy and assignments for Army service members.
 - (7) Provide information and assistance to all DoD transients concerning meals, billeting, financial support as required, other than as required by Va (15).
 - (8) Take final action on requests for extension of leave for any transient Army personnel and emergency leaves. Terminate leave for individuals reporting for movement.
 - (9) Assure personnel movement system effectiveness by identifying areas in personnel which impede efficient personnel distribution.
 - (10) Determine the causes for Army service members who arrive late for shipment and take appropriate action (including administration of UCMJ). Determine disposition of such cases.
 - (11) Act as on-site representative of Chief, Field Activities Division, MILPERCEN, in controlling movement of Army replacements through the aerial ports.
 - (12) Accomplish directed diversion of Army personnel. Act on changes in assignment status to include amending orders for DA travelers.
 - (13) Provide a means of maintaining the transients' visibility by monitoring movements through the APOE.
 - (14) Arrange for issuance of identification cards for transient Army personnel.
 - (15) Verify preparation for overseas movement (POR) qualifications for Army personnel en route overseas.
 - (16) Issue provisional passes as required.
 - (17) Provide assistance to DoD-sponsored travelers in resolving passport and visa problems.

VI. EFFECTIVE DATE: The provisions of this memorandum of understanding are effective on signature. Any change to this MOU will be coordinated and agreed on by all agencies concerned.

SUMMARY- STANDARDS OF PERFORMANCE

The following summarizes all standards of performance contained within the chapter. The standards accomplish several purposes. First they are measurable standards for manpower personnel to concisely determine manpower requirements. Second, they provide passenger service management yardsticks by which to measure the efficiency of their operation and make changes where necessary. Finally they provide goals for the passenger operation function to reach. They are realistic goals which, if met, will ensure a professional and responsive passenger service operation.

A13.1. Provide prompt, courteous, helpful, professional service to all passengers and potential passengers seeking information.

A13.2. Baggage should be available for passengers to claim within not later than 20 minutes after block in of the aircraft.

A13.3. Passengers should be processed within an average of 2 minutes after presenting themselves at the check-in counter.

A13.4. Open additional passenger check-in counters, if available, when passengers stand in line longer than 15 minutes waiting to process.

A13.5. Provide complete accurate and timely flight information. Flight schedules will be posted for the next 48 hours.

A13.6. All passengers should be able to clear inbound immigration/border clearance agencies within 45 minutes after aircraft block-in.

A13.7. AMC passenger agents will address passengers by name at least once during a transaction.

A13.8. AMC Form 76, AMC Form 253, and Trip Accident forms (at military terminals) will be available for use by all passengers.

A13.9. Passenger agents will be in strict compliance with AFI 36-2903.

A13.10. Passengers will be able to deplane within 5 minutes of aircraft arrival.

A13.11. Passenger check-in agents will be available to check in passengers at least 4 hours prior to a scheduled flight departure.

A13.12. Smoking, eating, and drinking are prohibited behind processing counters and while performing duties in public areas.

A13.13. Have the first passenger on the aircraft no earlier than 30 minutes prior to block time and the last passenger on the aircraft 10 minutes prior to aircraft block time.

A13.14. Blue bark, coin assist, and special category passengers will be provided premium service.

A13.15. Passengers will be briefed and kept well informed during all delayed flights.

A13.16. Close out the manifest 40 minutes prior to aircraft departure time (block).

A13.17. Accommodate any late arriving premanifested passengers up to flight departure time as long as seats are open.

A13.18. Normally the space available roll call will take place 1-1/2 hours prior to aircraft block time.

COUNTRY CODES FOR SPACE AVAILABLE SIGN-UP

COUNTRY/AREA	CODE
Alaska	ALK
American Samoa	SAM
Argentina	ARN
Ascension Island	ASC
Australia	AUS
Azores	AZO
Bahamas	BHA
Bahrain	BAH
Barbados	BDO
Belize	BIZ
Bermuda	BRM
Bolivia	BOL
Brazil	BZL
British West Indies	WSI
Canada	CND
Caroline Islands	CLI (Includes YAP, KSI, ROR, TKK, AND PNI)
Chile	CHL
Colombia	CMB
Costa Rica	CST
Crete	CRT
Cuba	CBA
Cyprus	CYP
Diego Garcia	DGR
Dominican Republic	DOM
Ecuador	ECU
Egypt	EGY
El Salvador	ELS
Germany	GER
Great Britain	GBN
Greenland	GLD
Guatemala	GML
Haiti	HTI
Hawaii	HAW
Honduras	HOD
Hong Kong	HNG
Iceland	ICE
Indonesia	IND (Includes DJK)
Ireland	IRE
Israel	ISR
Italy	ITA (Includes Sicily and Sardinia)
Jamaica	JAM
Japan	JPN (Excludes Okinawa)
Johnston Atoll	JSN
Jordan	JRD
Kenya	KEN
Korea	KOR
Liberia	LIB
Malaysia	MAY (Includes Singapore)
Marcus Island	MCS
Marshall Islands	MSH (Includes Kwajalein)

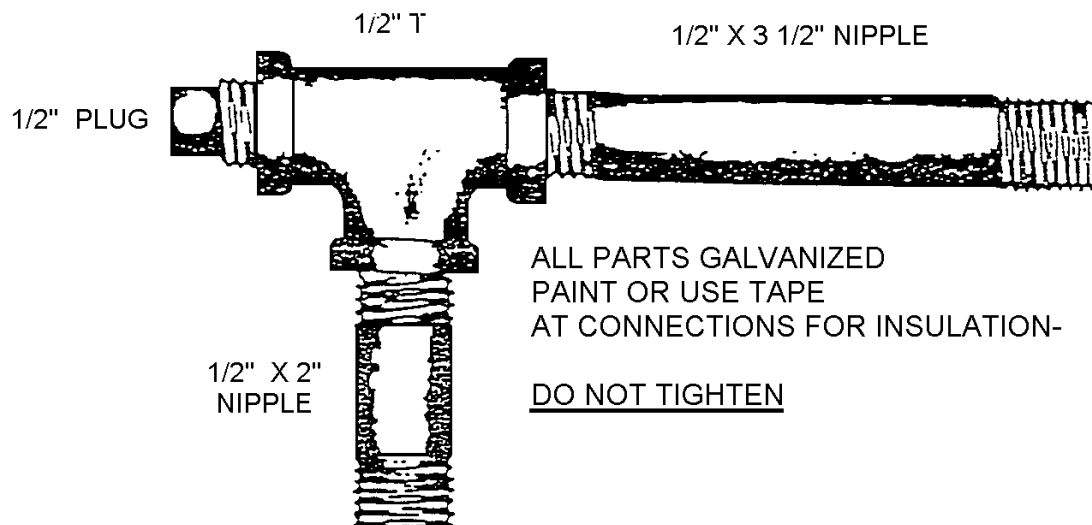
Mariana Islands	MRA (Includes UAM AND SPN)
Midway Island	MID
New Zealand	NZD
Nicaragua	NCG
Norway	NOR
Okinawa	OKN
Panama	PAN
Paraguay	PAR
Peru	PRU
Philippine Islands	PHI
Portugal	POR
Puerto Rico	PUE
Saudi Arabia	SAU
Somalia	SOM
South Africa	SAF
Spain	SPA (Includes Palma and Mahon)
Sudan	SUD
Sweden	SWE
Thailand	THA
Turkey	TUR
United States	USA (CONUS ONLY)
Uruguay	URU
Venezuela	VEN
Virgins Islands	VGN
Volcano Island	VOL (Includes IWO)
Wake Island	WKE
Zaire	ZAI

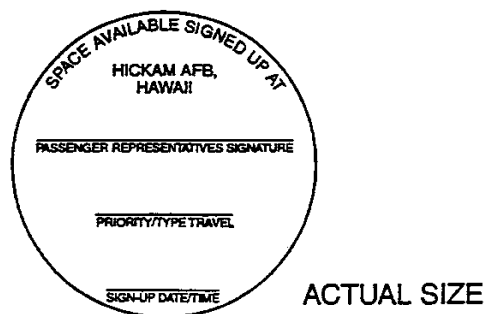
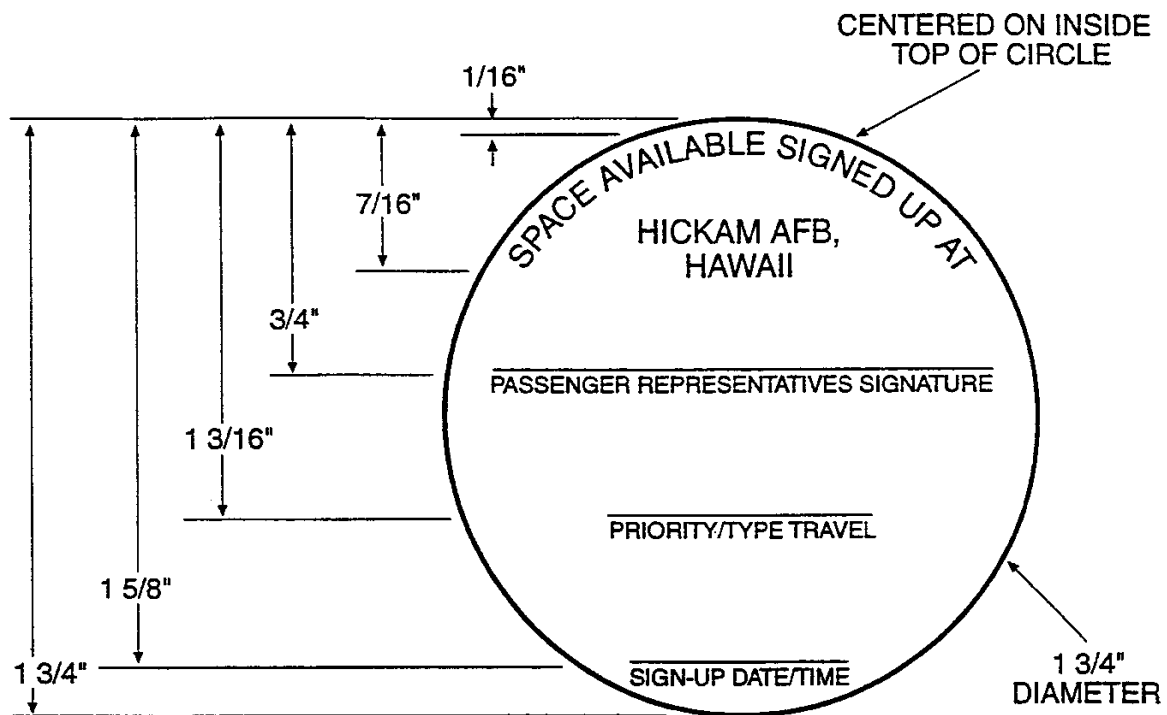
NOTE: On selection for movement, use the three-letter destination code (SUU, DOV, OKO, etc.) to document movement.

PASSENGER TERMINAL SECURITY CHECKLIST

- A15.1. Do passenger terminal security procedures enhance overall security?
- A15.2. Are signs posted in the terminal that warn passengers of penalties for unlawful acts such as carrying weapons and air piracy?
- A15.3. Do procedures ensure passengers are identified and possess appropriate travel documents?
- A15.4. Are baggage tags and boarding passes stored out of reach of passengers?
- A15.5. Are procedures and equipment adequate for inspection and screening of passengers and their cabin baggage?
- A15.6. Are security police available during passenger screening? If not, are duress alarms installed and working?
- A15.7. Is duress alarm system checked at least monthly?
- A15.8. Are terminal doors locked and alarmed to prevent undetected access to sterile areas and/or the flight line?
- A15.9. Is there adequate passenger security between the terminal and the aircraft?
- A15.10. Are procedures and equipment adequate for the inspection and screening of baggage?
- A15.11. Is baggage under surveillance from check-in to loading?
- A15.12. Are holding areas inspected for suspicious articles after passengers leave?
- A15.13. Are procedures established to use military working dogs within the terminal area?
- A15.14. Are plans prepared and exercised that deal with bomb threats?
- A15.15. Are evacuation procedures clear?

AMC STANDARD CALIBRATION MASS





ACCOUNTING CITATIONS

A18.1. US Government DoD Channel Tariffs (see AFR76-11), 97X4930.5D14 68* 208592 C99 525300 LXXV (cite two digit country code in lieu of XX. Contact accounting and finance office for country code or refer to AFR 76-5, Policies and Procedures for Obtaining Passenger Reservations for DoD International Air Travel, attachment 4.

A18.2. US Government non-DoD Other Federal User Channel Tariffs (see AFR 76-1 1). Use the same accounting classification in paragraph 1, but credit the difference between the DoD channel tariffs and the non-DoD, other federal user channel tariffs to the US Treasury receipt account XX2499 XXXXXX LXXV. In lieu of the stations XXXXXX, cite the accounting and disbursing station number (ADSN) of the AFO collecting the cash. When collections are made overseas, replace the XX with applicable country code in LXXV. Example: Collections made at Travis AFB CA would cite 572499 503800. Collections made at Guantanamo Bay, Cuba, would cite 172499 715000 LUSV. Collections made at Fort Hood TX would cite 212499 S41093 (see A18.10] for two-digit service's prefix and use LXXV only when collections are made overseas).

A18.3. Foreign Military Sales (FMS) and non-US Government Channel Tariffs (see AFR 76-28). Use the same accounting classification in paragraph 1, but credit the difference between the DoD channel tariffs and the Foreign Military Sales (FMS) or the non-US Government channel tariffs to the US Treasury receipt account XX499 XXXXXX LXXV. In lieu of the station XXXXXX, cite the ADSN of the AFO collecting the cash. When collections are made overseas, replace the XX with applicable country code in LXXV Example: Collections made at Travis AFB CA would cite 572499 503800. Collections made at Guantanamo Bay, Cuba, would cite 172499 715000 LUSV. Collections made at Fort Hood TX would cite 212499 S41093 (see 11] below for two-digit service's prefix and use LXXV only when collections are made overseas).

A18.4. Head Tax: 97X4930. 5D14 68* 208593 C99 525300.

A18.5. In-Flight Meals Overages/Shortages for In-Flight Meals. 97X4930.5D14 68*208594 C99 525300 (insert appropriate fiscal year in place of asterisk.

A18.6. Household Pets (dogs and cats). 97X4930.5D14 68* C99 525300 LXXV. To determine the correct rate to charge, find the passenger's fare in AFR 76-28 rate tables, apply that fare to the excess baggage table, and use that rate for each pet

A18.7. Personal Excess Baggage 97X4930.5D14 68* C99 525300 (AFR 76-11 rate applies).

A18.8. Overages and Shortages for other than In-Flight Meals. 97X4930.5D14 68*208594 C99 525300.

A18.9. Circuitous or Delay En Route Travel. All travel costs associated with circuitous routing or delay en route, in excess of the government-furnished transportation, are borne by the traveler. Use the accounting classification from the special order when cash is collected for circuitous travel (normally this is collected by the TMF) and reflect this accounting classification on DD Form 1131.

A18. 10. US Treasury Receipt Account XX2499. The receipt account XX2499, other fees and charges for miscellaneous services, is used to collect the difference between AFR 76-11 (DoD rates) and AFR 76-28 rates. Such collections are deposited through Air Force, Army, and Navy finance offices, and the collection vouchers are required to cite the service's prefix (AF 46, Army-21, Navy-17) receiving the collection. (Insert the appropriate service's prefix to replace the XX.)

A18.10.1. A distinction must be made between collections applicable to the DBOF-T fund and collections to be credited to the receipt account. Cash received for furnishing airlift services may include:

A18.10.1.1. US Government DoD Channel Tariffs (AFR76-11).

AI 8.10.1.2. US Government non-DoD Other Federal User Channel Tariffs (AFR 76-11).

A18.10.1.3. Foreign Military Sales (FMS) and non-US Government Channel Tariffs (AFR 76-28).

A18.10.2. US Government DoD Channel Tariffs (AFR 76-11) will be deposited to the DBOF-T account code 97X4930.5D14 68*208592 C99 525300 LXXV. That amount of AFR 76-28 and AFR 76-11, US Government non-DoD, Other Federal User Channel Tariffs, in excess of AFR 76-11, US Government DoD Channel Tariffs, will be deposited to the US Treasury receipt account XX499 XXXXXX LXXV, transportation. Contact AFO for the ADSN which will replace the XXXXXX) . Examples:

TRANSACTIONS

FUNDS CREDITED TO:

	DBOF-T FLUNDS	RECEIPT ACCT
(1) Pax AFR 76-28 rate of \$216; AFR 76-11 DoD rate is \$80	\$80 <hr/>	\$136 <hr/>
(2) Cargo AFR 76-28 of \$50; AFR 76-11 DoD rate is \$19	\$80 \$19 <hr/>	\$136 \$31 <hr/>
(3) Pax AFR 76-11 non-DoD rate of \$180; AFR 76-11 DoD rate is \$80.	\$80 \$80 <hr/>	\$100 \$100 <hr/>

A18.11. Federal inspection service FIS charge: This account is used for depositing monies collected for the customs and immigrations charges: 97X4930.5D14 683 208597 C99 525300.

RECEIPT FOR TRANSFER OF CASH AND VOUCHERS			
ACCOUNTING AND FINANCE OFFICER OR DEPUTY			DATE
<input checked="" type="checkbox"/>	ADVANCE FROM	<input type="checkbox"/>	RETURNS TO
			20000915
DENOMINATION	NUMBER	AMOUNT	
100			
50			
20	3	\$60.00	
10	2	\$20.00	
5			
2			
1	15	\$15.00	
.50	2	\$1.00	
.25	4	\$1.00	
.10	10	\$1.00	
.05	30	\$1.50	
.01	50	\$0.50	
CHECKS			
VOUCHERS			
OTHERS			
TOTAL			\$100.00
RECEIVED BY <i>(Signature)</i>			

AMC FORM 305, 19990201 (EF-V1)

CASH COLLECTION VOUCHER		DISBURSING OFFICE COLLECTION VOUCHER NUMBER		
		RECEIVING OFFICE COLLECTION VOUCHER NUMBER P94-201		
RECEIVING OFFICE	ACTIVITY (Name and location) 635 AMSS, Hickam AFB HI 96853-5152			
	RECEIVED AND FORWARDED BY (Printed name, title and signature) John R. Doe, SMSgt, USAF Superintendent, Passenger Service		DATE 9 Jan 95	
DISBURSING OFFICE	ACTIVITY (Name and location) Defense Accounting Office, Hickam AFB HI 96853-5000			
	DISBURSING OFFICER (Printed name, title and signature) James R. Doe Capt, USAF Defense Accounting Officer		DISBURSING STATION SYMBOL NUMBER 6683	DATE 10 Jan 95
PERIOD: From 8 Jan 95 To 9 Jan 95				
DATE RECEIVED	NAME OF REMITTER DESCRIPTION OF REMITTANCE	DETAILED DESCRIPTION OF PURPOSE FOR WHICH COLLECTIONS WERE RECEIVED	AMOUNT	ACCOUNTING CLASSIFICATION
9 Jan	Julie R. Doe SSN: 123-45-6789	HIK-UAM	\$472.00	97X4930.5D14 68 208592C99 525300 LXXV (1)
9 Jan	Edward R. Doe SSN: 000-01-0010	OKO-MSJ (AFR 76-11) \$52.00	\$52.00	97X4930.5D14 68 208592C99 525300 LXXV (1)
		Receipt Acct \$105.00 (AFR 76-28) \$474.00	\$105.00	57249XXXXXX (3)
9 Jan	Steven Smith SSN: 555-55-5555	Refund for voucher P94-100 2 Jan 95 DSSN 6672, travel from UAM-HIK, travel not authorized	\$305.00	97X4930.5D14 68 208592C99
9 Jan	Alice Smith SSN: 987-65-4321	Circuitous Travel TKPF216 092 (2) OSN-LAX (2) OSN-LAX \$511.00 HIK-SUU \$303.00 \$208.00 OSN-LAX \$208.00	\$208.00	57*3500 32* 48 501 S503725
NOTES:	<p>1. Two digit country code will be cited in lieu of X's after "L" to designate the location of collections made outside the U.S. The applicable country code should be obtained from the local defense accounting Officer. Collections deposited at all bases in the U.S. will not be coded. The "V" denotes transportation.</p> <p>2. Deposits of advance collections will not be delayed. Required information will be annotated on station and AMC AF copies when the flight number is assigned.</p> <p>3. For receipt account: The six digit code of the accounting and disbursing station performing the collection will be cited in lieu of the X's. The applicable code should be obtained from the local defense accounting officer.</p>			
*****FOR		INSTRUCTIONAL USE ONLY	*****	
TOTAL			\$532.00	

CASH COLLECTION VOUCHER		DISBURSING OFFICE COLLECTION VOUCHER NUMBER		
		RECEIVING OFFICE COLLECTION VOUCHER NUMBER P94-112		
RECEIVING OFFICE	ACTIVITY (Name and location) 305 APS, McGuire AFB NJ 08641-5507			
	RECEIVED AND FORWARDED BY (Printed name, title and signature) John R. Doe, Capt, USAF OIC, Passenger Service			DATE 10 Jan 95
DISBURSING OFFICE	ACTIVITY (Name and location) Defense Accounting Office, McGuire AFB NJ 08641-5507			
	DISBURSING OFFICER (Printed name, title and signature) Richard M. Doe Capt, USAF Defense Accounting Officer		DISBURSING STATION SYMBOL NUMBER 5282	DATE 10 Jan 95
PERIOD: From 8 Jan 95 To 8 Jan 95				
DATE RECEIVED	NAME OF REMITTER DESCRIPTION OF REMITTANCE	DETAILED DESCRIPTION OF PURPOSE FOR WHICH COLLECTIONS WERE RECEIVED	AMOUNT	ACCOUNTING CLASSIFICATION
29 Jan		CASH STORAGE	\$5.35	97X4930.5D14 68 & 208592 C99 525300 (1)
29 Jan	Household Pet	(1) WRI-LGS (AFR 76-28 Pet Traffic)	\$80.00	97X4930.5D14 68 & 208596 C99 52530 (1)
////////	/////////LAST NOTE: 1. Insert appropriate fiscal year in place of th ampersand	ITEM////////		////////
*****FOR		INSTRUCTIONAL USE ONLY	*****	
TOTAL			\$80.00	

CASH COLLECTION VOUCHER		DISBURSING OFFICE COLLECTION VOUCHER NUMBER			
		RECEIVING OFFICE COLLECTION VOUCHER NUMBER P94-114			
RECEIVING OFFICE	ACTIVITY (Name and location) 305 APS, McGuire AFB NJ 08641-5507				
	RECEIVED AND FORWARDED BY (Printed name, title and signature) John R. Doe, Capt, USAF OIC, Passenger Service			DATE 29 Mar 95	
DISBURSING OFFICE	ACTIVITY (Name and location) Defense Accounting Office, McGuire AFB NJ 08641-5507				
	DISBURSING OFFICER (Printed name, title and signature) Steven Jones, Capt, USAF Defense Accounting Officer		DISBURSING STATION SYMBOL NUMBER 5282	DATE 29 Mar 95	
PERIOD: From 29 Mar 95 To 29 Mar 95					
DATE RECEIVED	NAME OF REMITTER DESCRIPTION OF REMITTANCE	DETAILED DESCRIPTION OF PURPOSE FOR WHICH COLLECTIONS WERE RECEIVED	AMOUNT	ACCOUNTING CLASSIFICATION	
29 Jan	John R. Doe, Capt, USAF OIC Passenger Service	In-Flight meals sold on AMC flights on 29 Jan 95 AF Form 463 #003500	\$54.75	97X4930.5D14 68 & 208594 C99 525300 (1)	
29 Jan		Coffee sold for AMC flights on 29 Jan 95 AF Form 463 #003500	\$7.20	97X4930.5D14 68 & 208594 C99 525300 (1)	
////////	/////////LAST NOTE: 1. Insert appropriate fiscal year in place of th ampersand. 2. The six digit code of the accounting disbursing station performing the collection will be cited in lieu of the X's. The applicable code should be obtained from the loacal defense accounting officer.	CASH OVERAGE ITEM////////	\$1.00	571060XXXXXX (2) ////////	
*****FOR		INSTRUCTIONAL USE ONLY	*****		
TOTAL			\$62.95		

AMC- 0701		BOARDING PASS/TICKET					AMC-0701	
NAME (Last, First, Middle) IRIZARRY THOMAS	FLIGHT NO. 0807	GATE 01	BOARDING TIME 1100	SEAT NO.	SMOKING NO	SPACE AVAIL CHARGE/ TAX \$ 0.00	FLIGHT CODE/DATE/SEAT Z9/004/	
DESTINATION YOKOTA AB JAPAN	DEPARTURE DATE 04 JAN 95	BAGGAGE WEIGHT/PIECES 00070/02		EXCESS WEIGHT 000		MEAL COST 0.00	AGENT NO./CASH COLLECTED RGH/ 0.00	
VIA	OTHER WEIGHT	MEAL (Kind/Type/Quantity) 0/00/00				BAGGAGE COST 0.00	TOTAL CHANNEL PAX 001	
ORIGIN SCOTT AFB, IL	REMARKS					OTHER COST 0.00	TOTAL CHANNEL BAG WT 00070	
CARRIER AMC	REASON/DATE OF REFUND					CASH COLLECTED \$ 0.00	TOTAL CHANNEL PAX WT 00195	
PASSENGER SERVICE AGENT SIGNATURE RGH	PASSENGER SIGNATURE				SPACE AVAIL CHRG/PAID TO (Specified Destination)		CHANNEL BLVOKO	

HQ AMC FORM 148 (CG), JUN 92 PREVIOUS EDITION WILL BE USED

AMC- 0701		BOARDING PASS/TICKET					AMC-0701	
NAME (Last, First, Middle) MENCHACA LUIS	FLIGHT NO. 1616	GATE 1	BOARDING TIME 1410	SEAT NO.	SMOKING NO	SPACE AVAIL CHARGE/ TAX \$ 0.00	FLIGHT CODE/DATE/SEAT AA/004/	
DESTINATION ANDREWS AFB MD	DEPARTURE DATE 04 JAN 95	BAGGAGE WEIGHT/PIECES 00140/02		EXCESS WEIGHT 000		MEAL COST 2.40	AGENT NO./CASH COLLECTED TAI/ 2.40	
VIA	OTHER WEIGHT	MEAL (Kind/Type/Quantity) B1/01/00				BAGGAGE COST 0.00	TOTAL CHANNEL PAX 001	
ORIGIN SCOTT AFB, IL	REMARKS					OTHER COST 0.00	TOTAL CHANNEL BAG WT 00140	
CARRIER AMC	REASON/DATE OF REFUND					CASH COLLECTED \$ 2.40	TOTAL CHANNEL PAX WT 00175	
PASSENGER SERVICE AGENT SIGNATURE TAI	PASSENGER SIGNATURE				SPACE AVAIL CHRG/PAID TO (Specified Destination)		CHANNEL BLVADW	

HQ AMC FORM 148 (CG), JUN 92 PREVIOUS EDITION WILL BE USED

EXCEPTION APPROVED BY OIRM, 5 MAR 71
 Standard Form 1049
 (EF) (PerFORM PRO)
 September 1973
 4 Treasury FRM 2000
 1049-105-01

PUBLIC VOUCHER FOR REFUNDS

Voucher No. _____

Schedule No. _____

(Voucher prepared Scott AFB IL 62225, 12 Jan 95)

(Give place and date)

U.S. Department of the Air Force

(Department or Establishment, Bureau or Office)

Appropriation or fund 97X4930.FD10 68 C99 525300

THE UNITED STATES, Dr.,

To
Address

John R. Doe
 USA Ammo Div, Box 1269
 APO AP 96331

PAID BY

Statement of deposit(s) received and applied:

Contract No. _____ Date _____

DATE OF DEPOSIT	RECEIPT NO.	ARTICLES OR SERVICES (ENTER DESCRIPTION, INCLUDING DETAIL OF APPLIED CHARGES, AND OTHER INFORMATION DEEMED NECESSARY)	AMOUNT DEPOSITED	APPLIED CHARGES	BALANCE DUE DEPOSITOR	NOTATIONS
		Refund on CV 7673, dated 1 Jan 95, for the travel of John R. Doe, ATA K-314667	\$74.00		\$74.00	
		FOR INSTRUCTIONAL USE ONLY				
		Contact the FSO for assistance in preparing this form.				
TOTAL			\$74.00		\$74.00	

I certify that the above statement of deposit(s) of the payee or depositor named is correct and that the sum of \$74.00 is due said depositor.

* Approved and refund authorized for \$74.00

(Sign original only)

Title _____

Check No. _____

Refund
by

Cash, _____ on _____

Signature
of payee

(Sign original only)

Other method, _____

(Describe)

*If the ability to certify and authority to approve are combined in one person, one signature only is necessary; otherwise the approving officer will sign in the blank space below "Approved," etc., and over his official title.

REFUNDS FOR MEALS PAID FOR ON PAGE ONE			
(When using this page, turn carbon. If additional space is required use plain bond paper. Prepare same number of copies as AF 463)			
INSTRUCTIONS			
Refunds may be made in accordance with AFM 146-2, for unopened meals that must be returned through no fault of the individual. Arbitrary cancellation of meal orders is not authorized.			
CERTIFICATE			
I, the undersigned, certify that as a crew member or a passenger of the aircraft number and departure time as listed on Page One, have been refunded the amount listed opposite my signature. This is the same amount I originally paid for a flight meal that I did not consume.			
NAME AND GRADE	AMOUNT	NAME AND GRADE	AMOUNT
MSgt John R. Doe	\$2.40		
FOR INSTRUCTIONAL USE ONLY			
	\$2.40	TOTAL FIRST COLUMN BROUGHT FORWARD	\$2.40
TOTAL THIS COLUMN		TOTAL THIS SHEET	\$2.40
REASON FOR REFUND Passenger purchased a meal at Rhein-Main AB, Germany, but the meal was not put on the aircraft.			
DATE	SIGNATURE OF TRAFFIC OFFICER, AIRCRAFT COMMANDER OR DESIGNATED REPRESENTATIVE		

RUBBER STAMPS FOR CHECKS EXAMPLES

Example 1: FSO SCOTT AFB IL. 62225

Example 2:

SOCIAL SECURITY ACCOUNT NUMBER

DUTY/BUSINESS/HOME PHONE

NAME AND

RANK/GRADE_____

MIL ORG_____

DUTY STA_____

PLACE OF BUSINESS/LOCATION_____

HOME ADDRESS_____

NOTE: Information appearing on the face of this check, if correct, need not be repeated above.

Example 3: Pay to the order of any Federal Reserve Bank or branch or general depository for credit to the (organization) financial services officer (name of station, state.) (date). This check is in payment of an obligation to the US and must be paid at par N..P. (NET PROCEEDS). Do not wire nonpayment US Air Force.

MEMORANDUM FOR

FROM:

SUBJECT: Dishonored Check

1. Please be advised, your check #_____from (Name of Bank) _____, written on (Date) _____ at (Name of Station) _____, has been returned due to insufficient funds.
2. To remedy this situation, we would appreciate it if you immediately contact the passenger service office at (Name of Base) to redeem the check. If this is impractical, you may resolve this matter and make arrangements by telephone or by mail. The commercial telephone number is (Area Code) XXX-XXXX and the DSN number is XXX-XXXX. The mailing address is _____. Remittance by mail must be in the form of money order or cashier's check.
3. In any instance, redemption action must be initiated within 15 days after receipt of this letter.
4. Thank you for your time.

Signature Block

FOR INSTRUCTIONAL USE ONLY

EXAMPLE: Collection Letter Number 1

MEMORANDUM FOR (Commander)

FROM:

SUBJECT: Dishonored Check

1. Our records indicate (Person's Name) is assigned to your organization. We would appreciate your assistance in redeeming a check written by (Member or the Member's Dependent's Name). During the notification to (Person's Name) concerning this dishonored check, we believe a quick review with them on the provisions of Article 123a, UCMJ, is appropriate. We suggest you advise (Person's Name) that failure to redeem a check within 5 days of being notified it was dishonored is presumptive proof of an intent to defraud and can be used as evidence in punishment under Article 123a, UCMJ.

2. If he/she is being discharged or released from active duty within the next 6 months, request your assistance to ensure that member either redeems the dishonored check, or that the amount of the dishonored check is withheld from the member's final pay in accordance with DoD Military Pay and Allowance Entitlement Manual (DODPM. If he/she is not assigned to your unit, please advise us by phone or return mail. If he/she has been reassigned to another organization, please forward this letter to the current commander for action.

3. If you wish, we will be happy to discuss this case. The telephone numbers are as follows:

- a. Commercial: (XXX)-XXX-XXXX
- b. DSN: XXX-XXXX
- c. Our office hours are _____ to _____ Monday through _____.

Signature Block

Attachment
Record of Collection Actions

FOR INSTRUCTIONAL USE ONLY

EXAMPLE: Collection Letter Number 2

MEMORANDUM FOR (Central Civilian Personnel Office/Name of Company)

FROM:

SUBJECT: Dishonored Check, (Full Name and grade of sponsor)

1. Our records indicate (Person's Name) is employed on your base/by your company.
2. We would appreciate your assistance in redeeming a check written by (Member or the Member's dependent's name). This check was dishonored by the bank and we have been unsuccessful in redeeming it. Attached is our correspondence with (Member or member's dependent's name).
3. If he/she is not employed by your base/by your company, please advise us by phone or return mail. If he/she has been reassigned to another base/company, please forward this letter to the current CCPO/company for their action.
4. If you wish, we will be happy to discuss this case. The telephone numbers are:
 - a. Commercial: (XXX)-XXX-XXXX
 - b. DSN: XXX-XXXX
 - c. Our office hours are XXXX to XXXX, Monday through_____.

Signature Block

Attachment
Record of Collection Actions

NOTE: Do not include the DSN number when writing to a civilian company.**FOR INSTRUCTIONAL USE ONLY****EXAMPLE: Collection Letter Number 3**

PAY ADJUSTMENT AUTHORIZATION				NOTE: If member has been transferred, forward this authorization to the officer currently maintaining the member's pay record.			
MEMBER (Last name)		(First)	(Middle)	SSAN	GRADE/RANK/RATE	BRANCH OF SERVICE	DATE
DOE		JOHN	R.	123-45-6789	MSGT	USAF	18 SEP 95
PAY GRADE NO.	LAST PAY RECORD EXAMINED (If applicable)		AMOUNT	APPROPRIATION DATA			
E-7			\$13.00	57*3500* 32* 38 C93 P562 503725			
FROM				NAME OF ACCOUNTABLE D.O.			
305 APS/TROP McGuire AFB NJ 08641-5507							
				SYMBOL NO.		G.A.O. EXCEPTION CODE	
TO				YOU ARE HEREBY AUTHORIZED TO			
FSO McGuire AFB NJ 08641-5000				<input checked="" type="checkbox"/> CHARGE <input type="checkbox"/> CREDIT			
				THE MILITARY PAY RECORD OF THE MEMBER LISTED ABOVE			
EXPLANATION AND/OR REASON FOR ADJUSTMENT							
<p>This DD Form 139 is submitted IAW DFAS-DEM 177-373, Volume I, Chapter 71. All means to collect this debt which resulted from a dishonored check have been exhausted. Actions that have been taken to collect this debt are attached.</p>							
<p>The above adjustment is based on a thorough examination of all available records. If the Disbursing Officer has knowledge that a previous adjustment has been made or why the adjustment should not be made for the same item, this authorization should be returned with a brief statement of the reason for failure to make adjustment.</p>							
FROM				CERTIFYING OFFICER (Name, rank/grade, and signature)			
C E R T I F I C A T E	I CERTIFY that the adjustment indicated above has been entered on the above-named member's Military Pay Record. (If adjustment has not been entered, give explanation on reverse over D.O.'s signature and symbol number.)						
	TO				TYPED NAME AND GRADE OF D.O.		
					D.O. SYMBOL NO.		DATE
					SIGNATURE		

CREDIT CERTIFICATE EXAMPLE

*HEADING

DATE_____

CREDIT CERTIFICATE

Request credit for unused transportation via DoD-owned or controlled aircraft as follows:

Passenger's Name_____

Customer Identification Code_____

Flight Number_____

Manifest Number_____

Passenger Air Movement Designator_____

Transportation Used: From_____To_____

Because_____

Passenger Service Officer's Signature

HEADING: Show name of air terminal, city and state, or foreign country.

FOR INSTRUCTIONAL USE ONLY

RECEIPT FORMAT

* HEADING

DATE:

RECEIVED FROM: _____

_____dollars in payment for transportation charges from_____to_____

Passenger Service Officer's
Signature

* HEADING: Show name of air terminal, city and state, or foreign country.

MANAGEMENT CHECKLIST SEAT SELECTION

A29.1. **PURPOSE:** This checklist provides suggestions for establishing seating zones for split channel missions along with providing ways to ensure the seat selection process is utilized in the most efficient way possible. Stations should ensure the same master seat map is used.

A29.2. **AGENCIES USING CHECKLIST:** PSC/Passenger Processing.

A29.3. The following procedures are described for establishing seat zones:

A29.3.1. Determine originating and en route stations ACL for the aircraft.

A29.3.2. Set-up the flight seat map utilizing the front of the aircraft and rear of the aircraft Center section will be utilized by the en route station. If buffer zone seating is utilized, SPRACS stations will use the APOD code to identify seats in the buffer zone area.

A29.3.3. When determining first-class and business-class seating use a percentage split for seats to be utilized for your station and en en route station.

A29.3.4. Determine if buffer zone seating is to be utilized with the en route station.

A29.3.5. Call or use SPRACS, if en route station has SPRACS, to advise them of seats for their use. If the en route station has requirements for specific seats, make necessary adjustments to the flight seat map.

A29.3.6. When processing passengers, select seats from left to right, front to center of the aircraft and left to right aft to center of the aircraft. Management should periodically check the flight seat map to ensure passenger processing personnel are following the established procedures. Also ensure seats are available for family groups at the final stage of processing.

A29.3.7. After flight closeout, SPRACS stations will print a copy of the flight seat map and send to the downline station via SPRACS, if downline station has SPRACS capability. Advise the station which buffer zone seats were used and the seat numbers available to replace buffer zone seats; at non-SPRACS stations you will have to pass this used and the seat information by phone.

DELAYED PASSENGER (DECISION TABLE)

Aircraft is organic and delayed at en route stop

Space available passengers are responsible for their own meals and billets. Onward move via the same organic aircraft is provided when the aircraft resumes its mission.

Aircraft is organic and mission terminates before end destination.

Space available passengers are responsible for their own meals, billets, and onward movement from the unplanned termination stop.

Aircraft is (CAT B) commercial planeload charter supported and is delayed at originating/en route stop.

Manifested space available passengers are the same as space required passengers. If carrier non-controllable (i.e., weather) and no on-call billeting contract, the carrier provides for passengers and is reimbursed by AMC. If carrier non-controllable and an on-call billeting contract is available, AMC will care for the passengers. If carrier controllable, the carrier takes care of the passengers.

Aircraft is (CAT B) commercial planeload charter

The carrier is responsible for meals, billets, and onward movement of the space available passengers on a mission that at a location where no availability for continued DoD space available movement exists (i.e., a mission from Rhein-Main AB GE destined for Philadelphia LAP PA, terminates at Shannon, Ireland). If termination occurs at a location where availability for continued DoD space available exists, the carrier will provide onward movement for duty passengers only.

NOTE: For space available passengers on commercial contract flights to receive care by either the carrier or AMC, the passenger must be on the manifest.

COOPERATIVE AIRLIFT AGREEMENTS (CAAs) DOCUMENTATION

The Air Forces of Australia, Canada, New Zealand, United Kingdom, and the US move traffic for each other under these agreements. All requests for movement of US military cargo or passengers, on foreign airlift should be referred to HQ AMC TACC/TRKO for approval. If US military personnel are contacted by personnel from one of the cooperate airlift agreement countries listed above, they should contact HQ AMC TACC/TRKO for the name of the country's validator. Movement of foreign military cargo or passengers on US military aircraft should not be carried out without the approval of the foreign country's validator.

A3 1. 1. CAA passengers are granted authority to travel by message. Messages should contain NAME, GRADE, PASSENGER RESERVATIONS, CHANNEL, TRAVEL PURPOSE, PRIORITY, and CIC. These passengers do not use ATAS. CAA traffic will be documented on a separate DBOF-T manifest and forwarded to DAO-DE Scott/FC. The ATA field is left blank. Travel priority will be 4 PT. The CIC will be constructed as follows:

Australia	4AAF00000000000
Canada	4RCF00000000000
United Kingdom	4RAF00000000000
New Zealand	4RNF00000000000
Germany	4GAF00000000000
Belgium	4BAF00000000000

A31.2. Message requests submitted directly to HQ AMC/TACC for action with information copies to all interested activities, including DAO-DE Scott/FC.

A31.3. CAA passengers should have a copy of the message confirmation reservations for movement authorized missions. Travel will be denied if the passenger does not have a confirmation.

SUGGESTED TERMINAL ANNOUNCEMENTS

A32.1. Arrival Announcements:

A32.1.1. Good_____ladies and gentlemen. Welcome to_____. The local time is_____. Before deplaning, please check around your seating area and in the overhead compartments for any personal belongings. Again welcome to_____and thank you for flying with the Air Mobility Command.

A32.1.2. Good_____ladies and gentlemen. Welcome to_____.The local time is_____. For those passengers terminating their travel at_____ please check around your seating area and in the overhead compartments for any personal belongings. For those passengers continuing on to_____, the aircraft will be on the ground for approximately_____. We recommend you stay on board, but if you wish to deplane, you may do so. The aircraft will be refueled and the restrooms serviced while on the ground. Once refueling begins, we cannot allow anyone to deplane. Please refrain from using the restrooms while they are being serviced and for safety reasons please limit your movement about the cabin. Again welcome to_____ and thank you for flying with Air Mobility Command.

A32.1.3. Good_____ladies and gentlemen. Welcome to_____.Baggage from AMC flight_____is (now arriving/will be arriving in_____ minutes). As many bags look alike, please check the number on your baggage claim ticket with then number on your bag. If you have any problems in claiming your baggage, please check with the AMC representative in the baggage claim area or with the lost and found baggage office located_____.

A32.2. General Terminal Announcements:

A32.2.1. Air Mobility Command flight number_____,is now arriving. Passengers on board the flight may be met outside the baggage claim area located_____. Once again Air Mobility Command announces the arrival of flight number_____from_____. Passengers on board the flight may be met outside the baggage claim area located_____.

A32.2.2. Good_____ladies and gentlemen. Passengers holding confirmed reservations and boarding passes for flight number destined for_____should proceed to gate number_____ for final processing and boarding of your flight. If you have a reservation on flight number_____ and have not checked your baggage, please proceed to the passenger check-in counters located at _____. Once again passengers holding confirmed reservations and boarding passes for flight number_____ destined for_____ should proceed to gate number_____for the final processing and boarding of your flight.

A32.2.3. Good_____ladies and gentlemen. In a few minutes, we will begin the final processing and boarding for flight number_____destined for_____. Please remain seated until you are called forward. At this time we will accomplish preboarding of all families with small children, unaccompanied children and anyone requiring special assistance. Again all families with small children, unaccompanied children, and anyone requiring special assistance may come forward to the boarding gate at this time. For all remaining passengers, please remain seated. We will begin boarding you in a few minutes. When boarding begins, we will board you by row numbers. Please have your boarding passes available for the passenger agent.

A32.2.4. We are now ready to begin the boarding of flight number_____. Passengers holding boarding passes with seats in row_____through_____may board the aircraft at this time. Once again passengers with seats in row_____through_____may board the aircraft at this time. Please have your boarding passes available for the passenger agent. Thank you and we hope you have a nice flight

A32.2.5. For those passengers awaiting the departure and boarding of AMC flight number_____, we are Sorry to announce your flight has been temporarily delayed for_____.We expect to begin boarding in about_____. Please remain close by in the event we are able to start boarding sooner than expected. We regret this inconvenience and thank you for your patience.

A32.2.6. For passengers not familiar with the services available in our terminal area, we would like to point them out. (Describe services available, that is, snack bar, bookstore, nursery, telephone, and operating hours. This briefing should be made periodically during the terminal operating hours particularly during the day when large number of passengers are in the terminal.

A32.2.7. Good_____ladies and gentlemen. In a few minutes we will begin the final Processing and boarding of flight_____destined for_____. Please remain seated until you are called forward for final boarding. We will board families with small children unaccompanied children, and those requiring assistance first. At this time I want to remind you that your carryon baggage must be able to be placed under your seat or be accommodated in the overhead storage compartments of the aircraft. Baggage that is too large must be checked and will be placed in the baggage compartment of the aircraft. Please extinguish all smoking materials prior to boarding the aircraft. Again please remain seated. We will announce the final boarding of your aircraft in a few minutes.

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